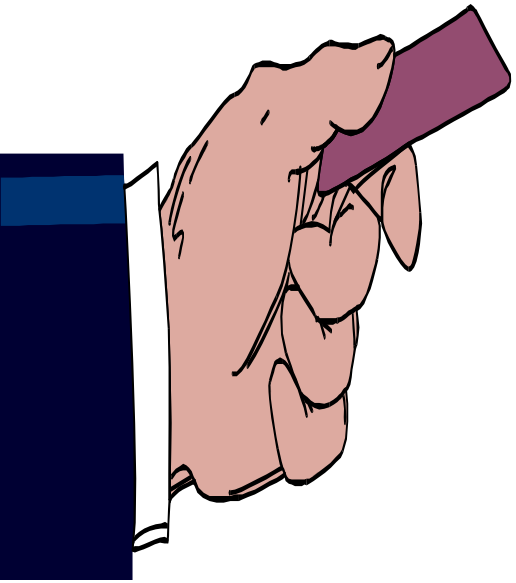
GOVERNMENT PURCHASE CARD (GPC)
PURCHASE OF SUPPLIES AND SERVICES
SOP/TRAINING MANUAL
January 2004



DIRECTORATE OF CONTRACTING (DOC)
Bldg 2174, 13 1/2 and Indiana
Fort Campbell, KY 42223-5358

LESLIE H. CARROLL
Director of Contracting

CARL J. HECKMANN
Chief, Business Operations Division

http://doc.campbell.army.mil

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DOC, CREDIT CARD TEAM

AOPC's

Donna Waldo (Team Leader)

(270)798-7802 - donna.waldo@campbell.army.mil

Donna Blossom

(270)798-7801 – donna.blossom@campbell.army.mil

Mae Cruz

(270)798-7333 - cruzm@.campbell.army.mil

Martha B. Robertson

(270)798-7807 - robertsonm@campbell.army.mil

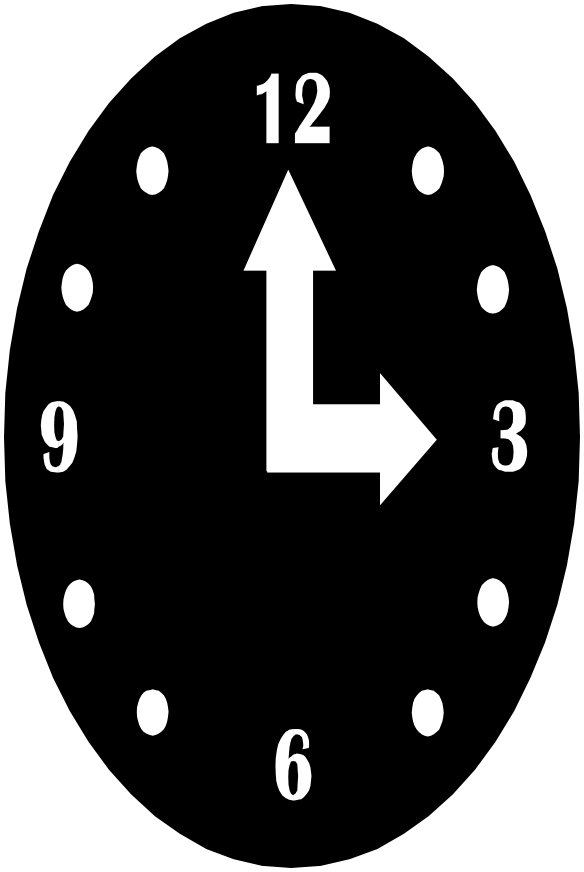
Sylvia Muse

(270)798-7808 - muses@.campbell.army.mil

HOTLINE: (270)798-7800 FAX: (270)798-7274

DSN: 635

After Duty Hours
Who Can I Contact?



The DOC Credit Card Team normal operations: 0700 - 1600 hours

Monday - Friday

We can work our hours to accommodate your needs.

Nights ,Weekends and Holidays - contact the Staff Duty Officer **(SDO)** (270)798-9793

ALL CREDIT CARD OFFICIALS ARE REQUIRED TO

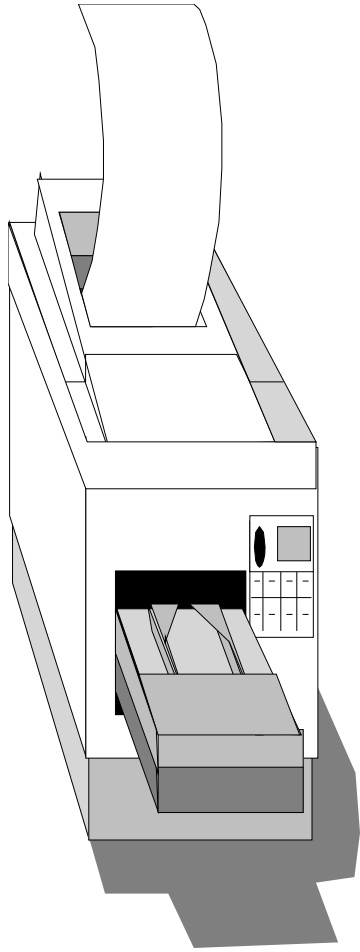
- **Read the SOP**
- **Complete the DOD Tutorial (http://clc.dau.mil)**

IF YOU HAVE QUESTIONS OR PROBLEMS PLEASE CALL THE DOC, CREDIT CARD TEAM (270)798-7801, 7803, 7808 OR 7333

SOP/TRAINING MANUAL

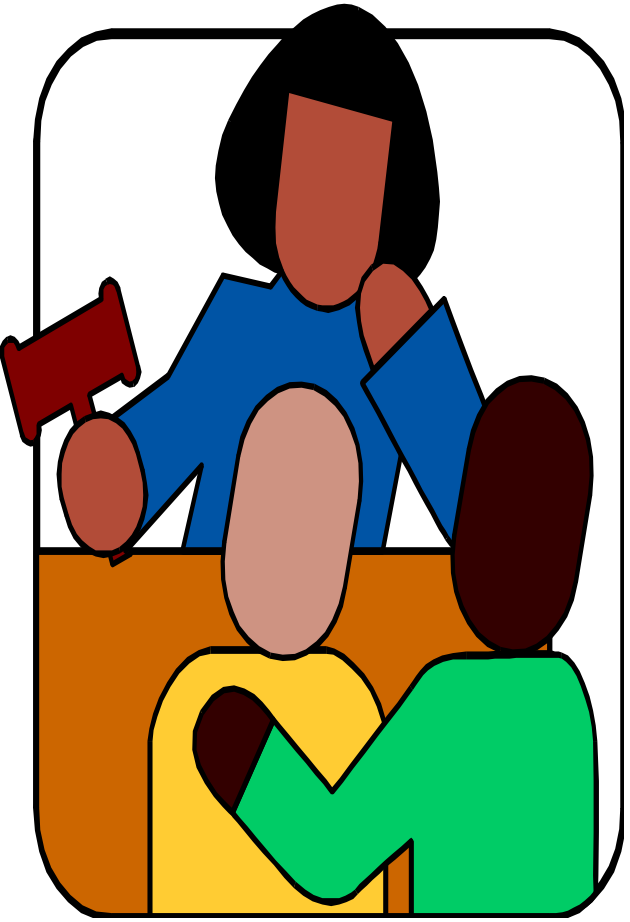
THE INSTRUCTOR WILL GO THROUGH THE TRAINING PACKET TO ENSURE THAT YOU HAVE ALL THE TRAINING MATERIAL.

PLEASE NOTIFY THE INSTRUCTOR IF YOU ARE MISSING ANY PORTION OF THE TRAINING PACKET.



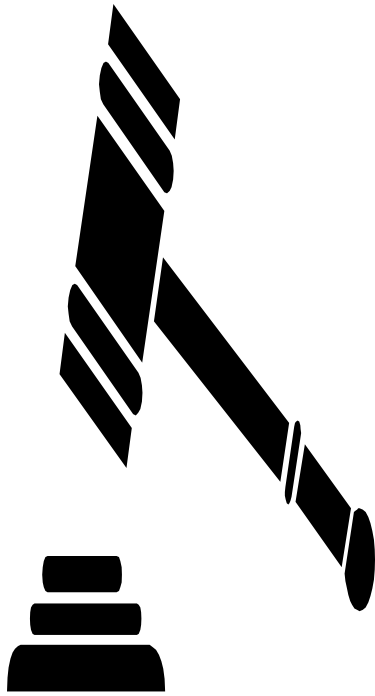
JOINT ETHICS REGULATION

(JER)



- CONFLICT AND APPEARANCE OF CONFLICTS
- MERCHANTS SHOULD NOT HAVE ADVANCE KNOWLEDGE OF PURCHASES
- GRATUITIES (CANNOT ACCEPT GIFTS FROM MERCHANTS)

STAFF JUDGE ADVOCATE (SJA) ETHICS TRAINING AND PAMPHLETS



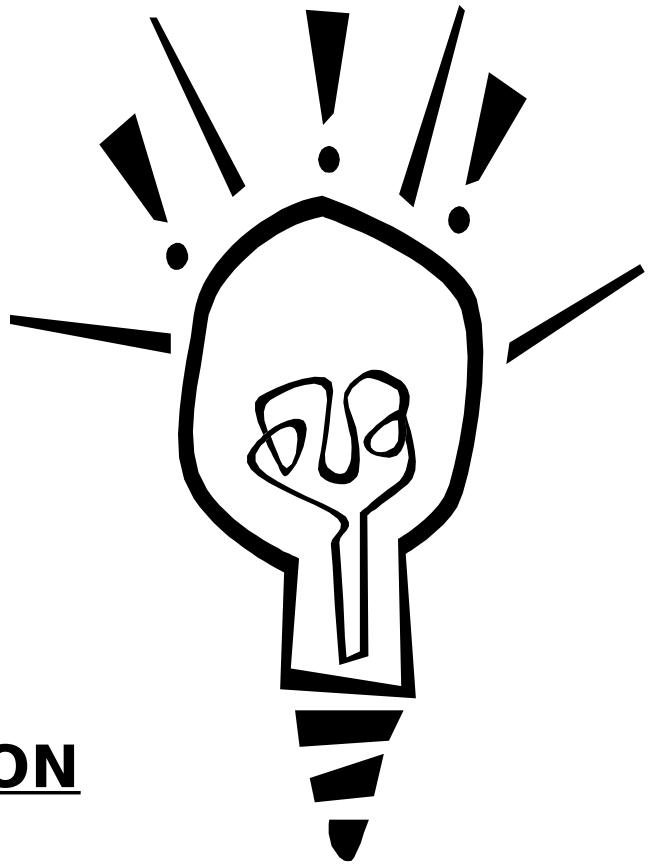
Ethics Training and Pamphlets on the Fort Campbell Intranet:

- DoD: http://www.defenselink.mil/dodgc/defense_ethics/index.html
- Office of Government Ethics (above DoD): http://www.usoge.gov/index.html

SJA, Ethics Counselor: MAJ Crawford (270)798-2214

PURPOSE OF THE VISA CREDIT CARD PROGRAM

TO PROVIDE A METHOD FOR PROCUREMENT AND NON-PROCUREMENT PERSONNEL TO PURCHASE SUPPLIES AND SERVICES WHICH DO NOT EXCEED THE MICRO-PURCHASE THRESHOLD OF $2,500 FOR SUPPLIES AND SERVICES. ($2,000 FOR SELECTED PWBC CONSTRUCTION CARDHOLDERS ONLY!)

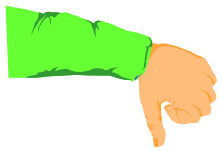


Construction Definition

Construction (build), alteration, or repair of buildings (painting, carpeting, repair of stairway, concrete work etc). ONLY PWBC cardholders are authorized to "hire" for installation of carpeting, flooring, plumbing, etc.

Contact PWBC, Work Order Section, 798-9722 for construction work.

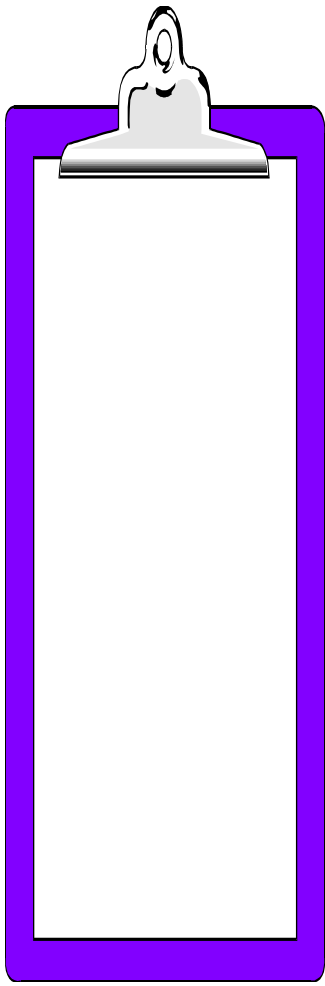
UNAUTHORIZED CREDIT CARD PURCHASES



- **NO CASH ADVANCES**
- **NO RENTAL OR LEASE OF LAND OR BUILDINGS**
- **NO TELECOMMUNICATION SERVICES/EQUIPMENT (i.e., can not change DSN to a commercial company.)**
- **NO PERSONAL CHARGES**

PARTIAL LISTING OF UNAUTHORIZED PURCHASES

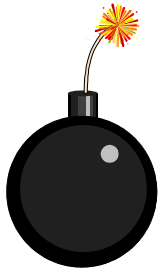
- ***NO*** **AIRLINE, BUS OR OTHER RELATED TRAVEL TICKETS.**
- ***NO*** **COFFEE, JUICE OR OTHER FOOD ITEMS.**
- ***NO*** **YARD MAINTENACE OR JANITORIAL SERVICES.**
- ***NO*** **MEALS AND LODGING (FOR EMERGENCIES CONTACT YOUR COMPTROLLER DURING DUTY HOURS. AFTER DUTY HOURS CONTACT YOUR COMPTROLLER THROUGH THE SDO (270)798-9793.)**
- ***NO*** **CHRISTMAS OR OTHER HOLIDAY DECORATIONS**
- ***NO*** **GIFTS or GIFT CARDS**
- ***NO*** **AGREEMENTS TO TEST SUPPLIES OR SERVICES.**



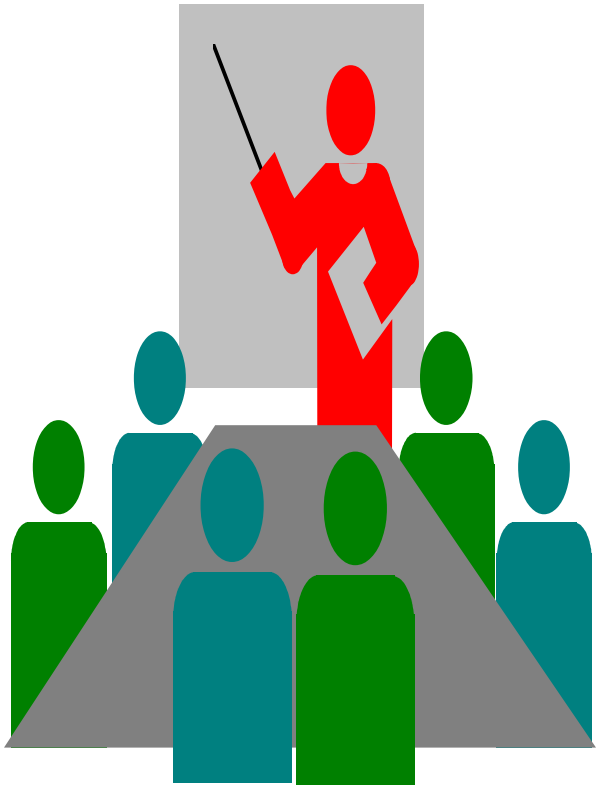
STILL NOT SURE? CONTACT THE DOC, CREDIT CARD TEAM (270)798-7801, 7803, 7808 OR 7333.

FRAUD, ABUSE, AND/OR MISUSE OF THE GPC VISA CREDIT CARD

- **ARTICLE 15**
- **FINES**
- **IMPRISONMENT**
- **DEMOTIONS**
- **AND/OR TERMINATION OF MILITARY OR CIVILIAN CAREER**



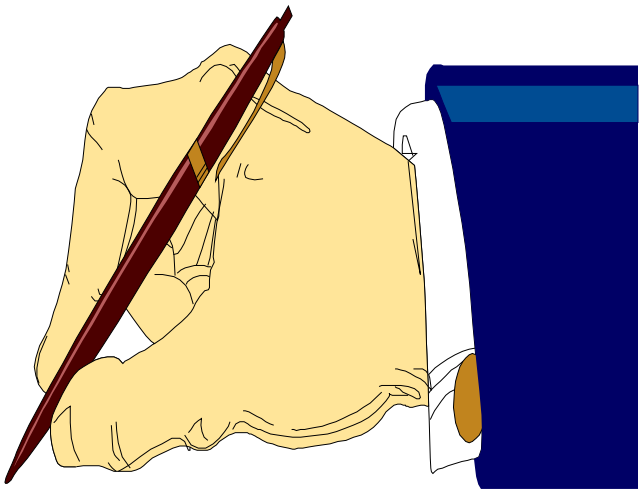
HOW TO BECOME A CARDHOLDER OR APPROVING OFFICIAL



1. ATTEND CREDIT CARD TRAINING
2. COMPLETE DOD TUTORIAL
3. COMPLETE REQUEST TO BE A CARDHOLDER OR APPROVING OFFICIAL - FORMS: FC 4217, 4259 & 4260 (4217 & 4259 - CARDHOLDER)

   (4259 & 4260 APPROVING OFFICIAL (A0)
4. FORM MUST BE SIGNED OFF BY YOUR COMPTROLLER
5. SIGN DELEGATION OF AUTHORITY

DELEGATION OF AUTHORITY



- **APPROVING OFFICIALS AND CARDHOLDERS ARE DELEGATED CREDIT CARD OFFICIALS BY**

  LESLIE H. CARROLL DIRECTOR OF CONTRACTING (DOC).

MINIMUM PERSONNEL REQUIRED FOR UNIT/ACTIVITY GPC CREDIT CARD PROGRAM

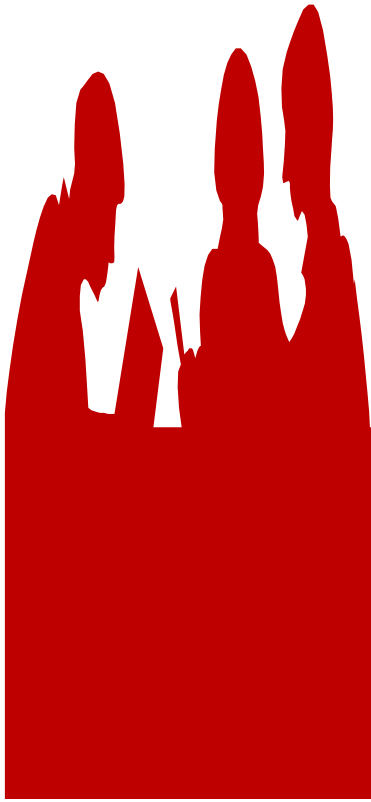
MINIMUM PERSONNEL REQUIRED:

- PRIME APPROVING OFFICIAL (AO)
- ONE ALTERNATE APPROVING OFFICIAL (AAO)
- CARDHOLDER

There can only be one Prime AO per account.

Prime AO's are limited to no more than seven (7) cardholders per account.

Currently, there is no limit on number of AAO's



APPROVING OFFICIAL
CERTIFYING OFFICIAL
BILLING OFFICIAL
MANAGING ACCOUNT

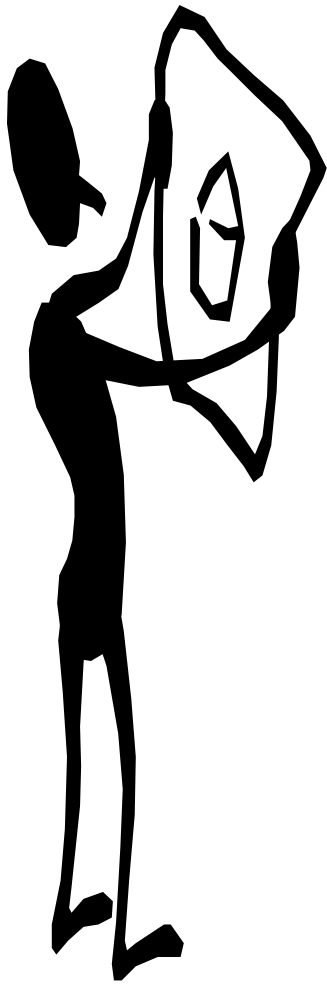
Q. WHO ARE THESE OFFICIALS?

A. THEY ARE ALL THE SAME PERSON. APPROVING OFFICIALS WEAR MANY "HATS" UNDER THE CREDIT CARD PROGRAM. SO, WHEN YOU HEAR ONE OF THE ABOVE NAMES, IT IS A REFERENCE TO ONE INDIVIDUAL.

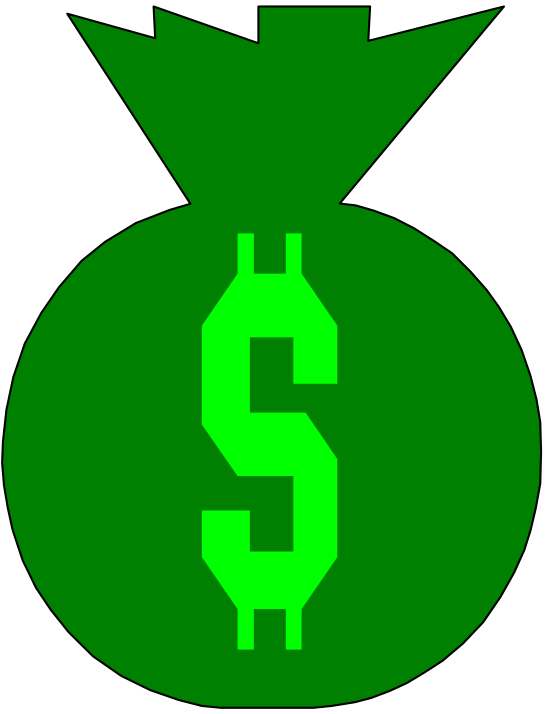
APPROVING OFFICIALS

ARE REQUIRED TO REVIEW CARDHOLDER'S RECONCILED DOCUMENTATION TO VERIFY THE PURCHASES ARE:

- **IAW WITH GPC PROCEDURES**
- **AUTHORIZED MISSION ITEMS/SERVICES**
- **PURCHASES ARE NOT FOR PERSONAL USE**
- **ITEMS/SERVICES ARE CLEARLY DEFINED.**



APPROVING OFFICIALS ARE FINANCIALLY LIABLE



APPROVING OFFICIALS WHO DO NOT REVIEW CARDHOLDER'S RECONCILED DOCUMENTATION ARE ADVISED THAT AUDITS, INSPECTIONS AND INVESTIGATIONS OF CARDHOLDER RECONCILED CREDIT CARD FILES ARE THE LIABILITY OF THE APPROVING OFFICIAL, AND MAY RESULT IN FINANCIAL AND DISCIPLINARY ACTIONS.

Prime Approving Officials Do NOT Leave Your Unit Without Cardholders

CARDHOLDERS MUST HAVE A PRIME APPROVING OFFICAL IN ORDER TO HAVE ACTIVE ACCOUNTS.

IF YOU ARE LEAVING YOUR DUTY STATION AS A PRIME APPROVING OFFICIAL, A NEW PRIME MUST BE IN PLACE BEFORE YOUR LEAVE, OR WE WILL BE REQUIRED TO SUSPENDED ALL CARDHOLDERS.

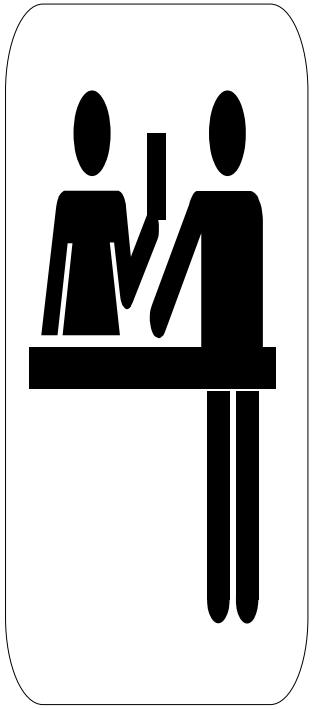
FORM: FC B1-5

CARDHOLDERS

Cardholders are individuals who are given delegation of authority to purchase essential mission related supplies and services with the GPC VISA credit card.

The cardholder's name is embossed on the GPC VISA credit card and no other individual is authorized to use the credit card or card number.

NO EXCEPTIONS ! ! ! ! ! !



NOW THAT I HAVE A CREDIT CARD HOW DO I GO ABOUT PURCHASING?

THE GPC VISA CREDIT CARDS ARE

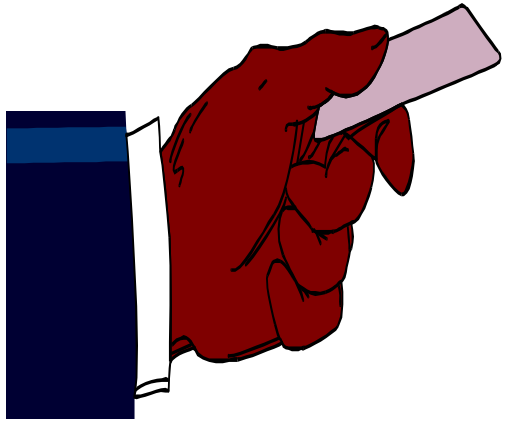
FUNDED WITH APPROPRIATED

DOLLARS, AND THERE ARE LAWS

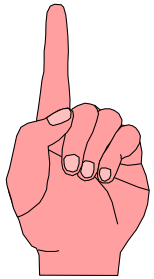
AND REGULATIONS GOVERNING

HOW THOSE DOLLARS MAY BE

SPENT.



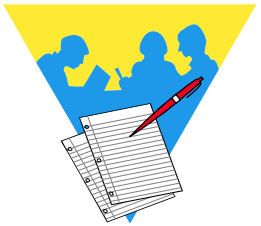
FIRST!



CARDHOLDER WILL SCREEN THREE (3) MANDATORY SOURCES IN ORDER OF PRIORITY

1. ACTIVITY/INSTALLATION INVENTORIES

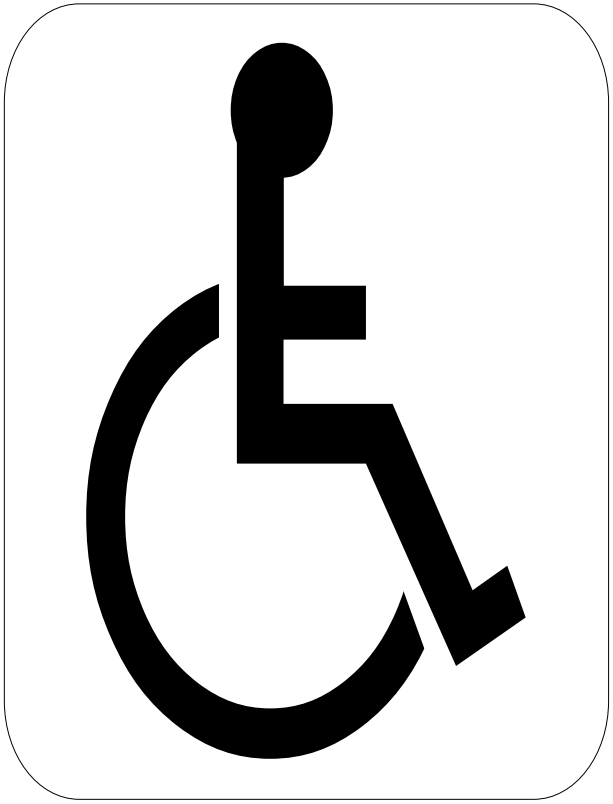
- **CHECK THE SUPPLY SYSTEM**



- **CONTACT: RBC, ISSD**

  (270)798-6737, 6777 or 6754

2. NATIONAL INDUSTRIES FOR THE BLIND AND SEVERELY HANDICAPPED (NIB/NISH)



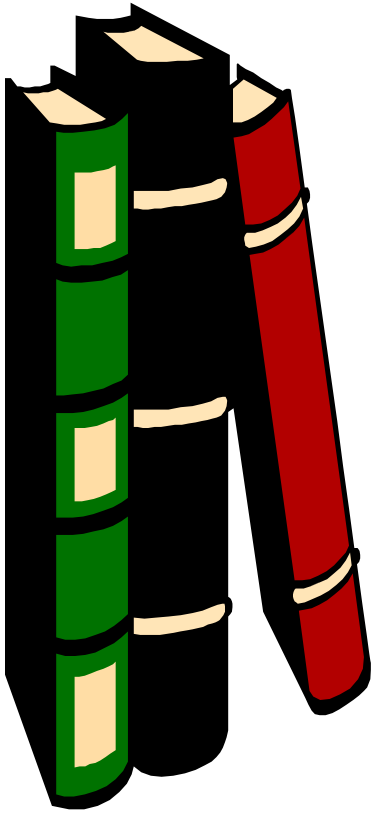
THE JAVITS-WAGNER-O'DAY (JWOD) PROGRAM WAS ESTABLISHED BY CONGRESS IN 1971 TO INCREASE EMPLOYMENT AND TRAINING OPPORTUNITIES FOR PEOPLE WHO ARE BLIND OR HAVE OTHER SEVERE DISABILITIES.

WWW.JWOD.GOV

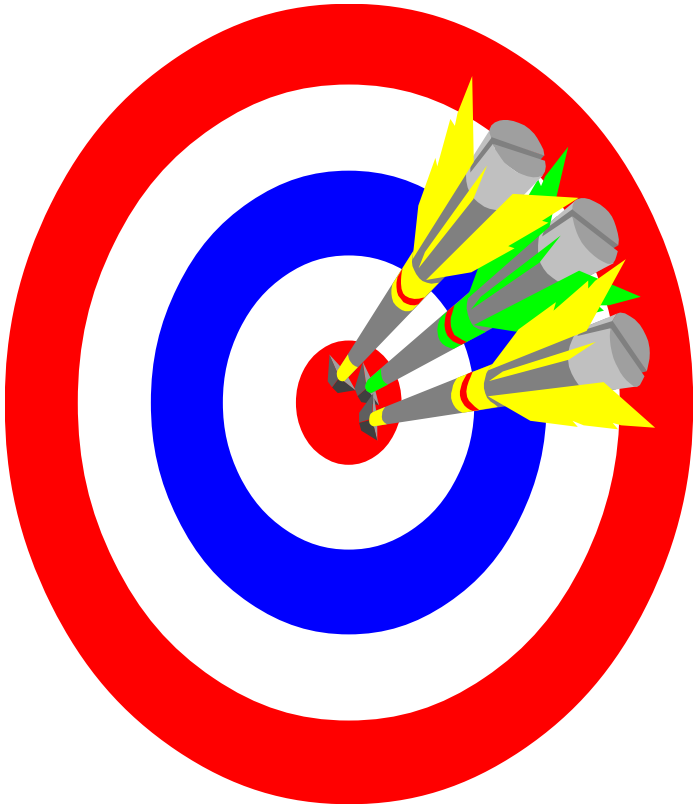
NOTE…….

YOU MUST PURCHASE JWOD SUPPLIES/SERVICES IF THEY ARE REASONABLY AVAILABLE.

EVEN IF THE SUPPLIES/SERVICES ARE AVAILABLE AT A LOCAL SOURCE FOR LESS.



BE ON TARGET WITH EAGLE MART



- **8TH AND Desert Storm**
- **PHONE: (931) 431-4311**
- **FAX: (931) 431-6989**
- **0800 - 1600 HOURS**
- **JWOD SOURCE**
- **FREE DELIVERY**

–

3. BLANKET PURCHASE AGREEMENTS
12 BPA'S FOR OFFICE SUPPLIES

- **All orders must be placed through the DoD EMALL.**

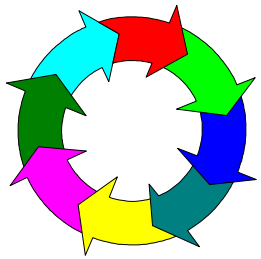
- **www.emall.dla.mil**
  1-888-352-9333

IF THE SUPPLIES/SERVICES ARE NOT AVAILABLE FROM THE MANDATORY SOURCES

THEN THE CARDHOLDER MAY PURCHASE ON THE OPEN MARKET, FROM A COMMERCIAL SOURCE. (WORKSHEET MUST BE DOCUMENTED AND KEPT IN FILE FOR THE REVIEW PROCESS)

PROVIDED THAT ALL FUNDS, APPROVALS, ETC. HAVE BEEN OBTAINED PRIOR TO ANY PURCHASES, WHETHER FROM A MANDATORY SOURCE OR OPEN MARKET.

ROTATE, ROTATE, ROTATE



- **MICRO-PURCHASE LAWS AND REGULATIONS GOVERNING THE GPC VISA CREDIT CARD PROGRAM REQUIRES THAT CARDHOLDERS ROTATE MERCHANTS, EXCEPT FOR -------->**

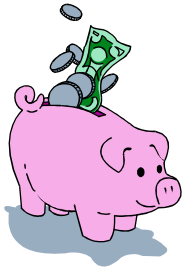
CARDHOLDER ANSWERS

Prior to purchase - use this checklist!

All the answers to the below seven (7) questions should be "YES" for a GPC VISA Purchase.

MAINTENANCE REQUEST - INCREASE A CARDHOLDER'S ACCOUNT?

PROCESS A REQUEST FOR CARDHOLDER ACCOUNT MAINTENANCE THROUGH COMPTROLLER/BUDGET TO DOC, CREDIT CARD TEAM.



FORM: FC 4261

TERMINATING A CARDHOLDER

IS THE CARDHOLDER

- RETIRING?
- ETSING?
- PCSING?
- CHANGING UNITS/ACTIVITIES?
- OTHER REASON TO TERMINATE?

FORM: FC 4262

LOST OR STOLEN CREDIT CARD

IN CASE OF A LOST OR STOLEN CARD,

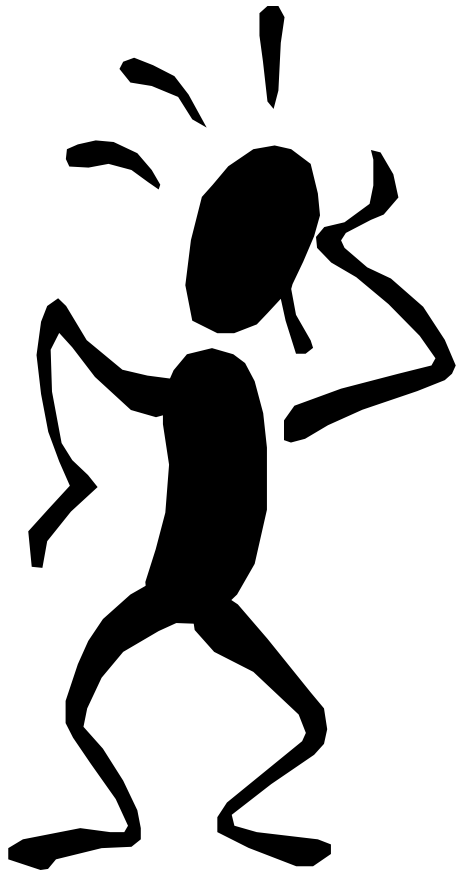
IT IS IMPORTANT THAT YOU

IMMEDIATELY NOTIFY YOUR

Approving Official,

US BANK (888) 994-6722

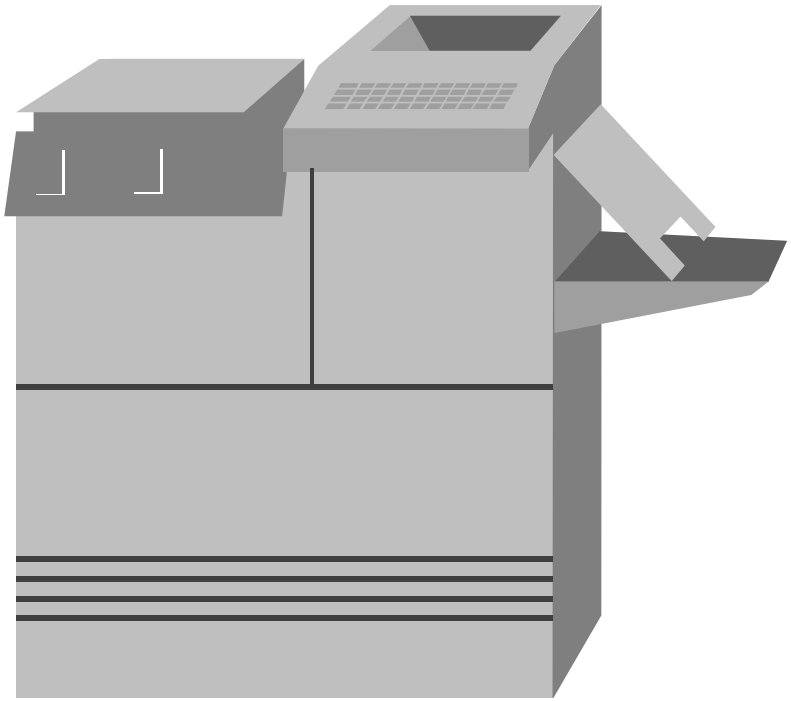
Credit Card Team 798-7333



OUTSIDE THE U.S., CALL US BANK

COLLECT: (701) 461-2232

COPIERS



- Need a copier?
- Contact Information Technology Business Center (ITBC)

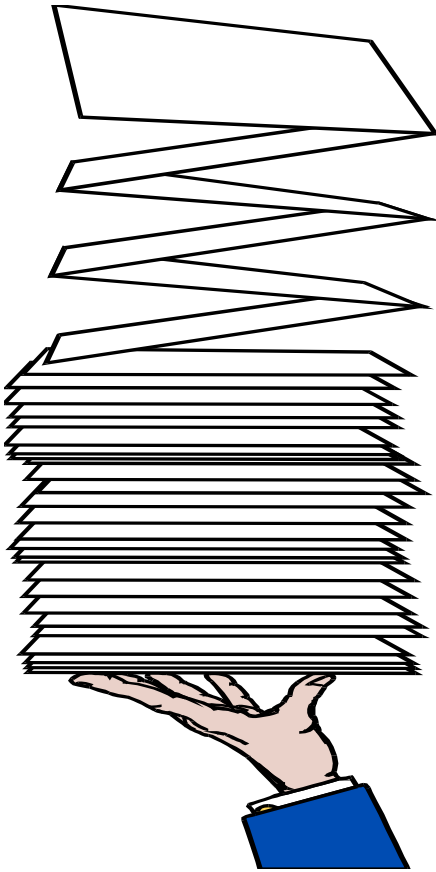
  (270) 798-3333

PRINTING/COPYING SERVICES

DAPS is MANDATORY SOURCE FOR ALL PRINTING

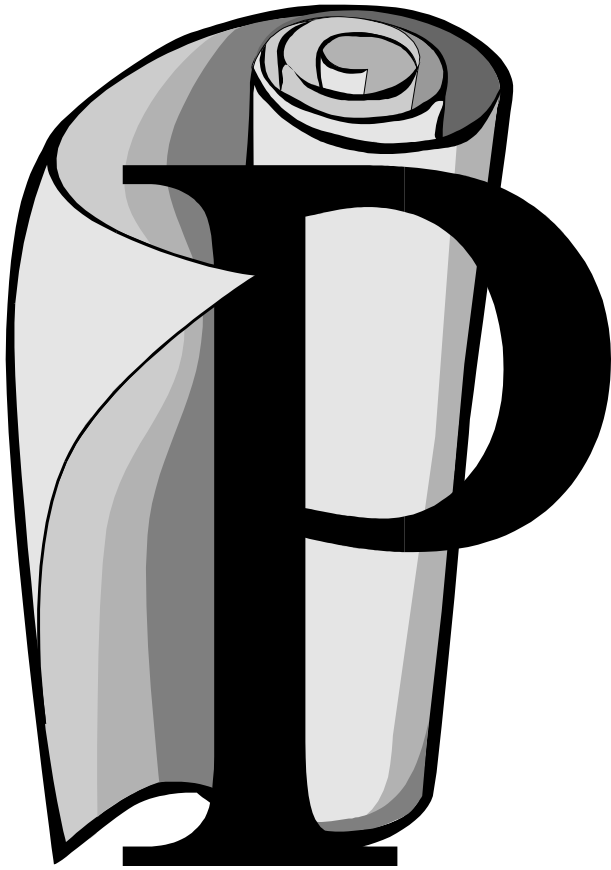
The Federal Acquisition Regulation (FAR) Subpart 8.8 states that printing must be done by or through the Government Printing Office (GPO) (44 U.S.C. 501). FAR 8.802 prohibits directly contracting commercial sources.

Cardholders who go directly to commercial sources without DAPS authority can be held pecuniary liable for the cost of unauthorized printing.



PROPERTY ACCOUNTABILITY

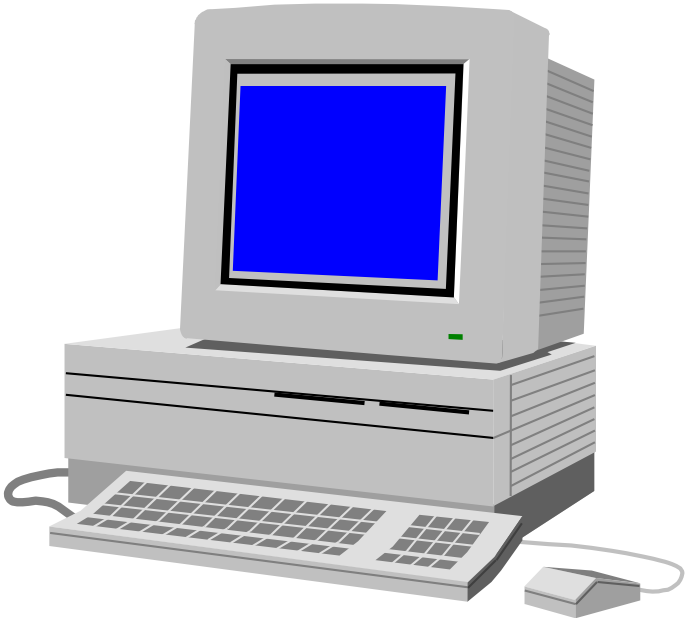
AFTER purchase, the cardholder is required to provide the hand receipt holder with information to place the accountable property on property book.



HAZARDOUS MATERIAL (HM)

- HAZMATs are generally those materials which are dangerous if inhaled, ingested or touched, and on the installation, broadly include all chemicals and products associated with vehicle/building maintenance, cleaning, painting, and construction activities.
- The Pollution Prevention Operations Center (PPOC) centrally procures and stocks various HAZMATs which can be issued directly to units and other garrison activities. Due to the PPOC's HAZMAT management responsibilities, unit/activity purchases of HAZMATs are prohibited.
- PWBC procures HAZMAT through the Standard Army Retail Supply System (SARRS) system and PWBC credit card actions and is reimbursed directly from the unit/activity APC (Account Processing Code).

PURCHASE OF COMPUTER EQUIPMENT, HARDWARE AND SOFTWARE



PRIOR TO PURCHASE

Cardholder's are required to obtain an approved Capabilities Request (CAPR).

FORM: FC 3027

LIST OF ITEMS THAT DO NOT REQUIRE A CAPR.

NOT ON THIS LIST ?

THEN YOU MUST DO A CAPR

ADAPTERS A/B/S SWITCHES DISKETTES

CONNECTORS MOUSE PAD MOUSE

CABLES TONER CARTRIDGES FAX PAPER

BATTERIES GLARE SCREENS BATTERY PACKS

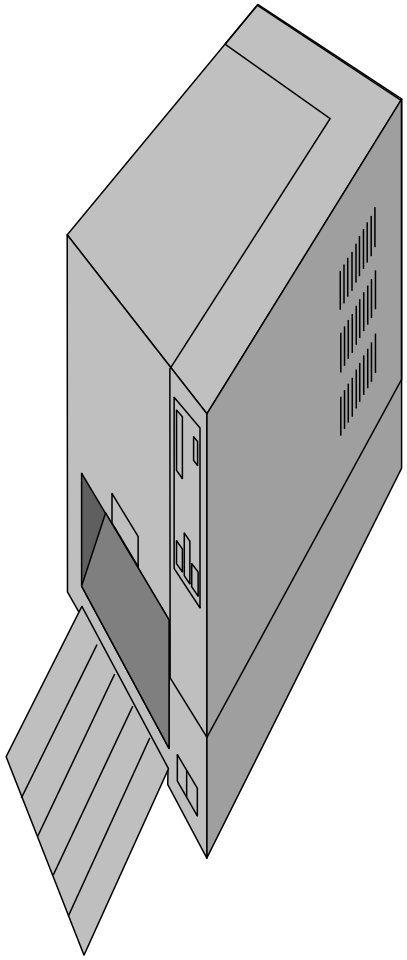
TEMPLATES SURGE PROCTECTORS POWER CORDS

RIBBONS COLOR STIXS THERMAL PAPER

COMPUTER PAPER KEY BOARD

FIP DOCUMENTATION UPS

STATIC CONTROL ITEMS



PRIOR TO PURCHASE

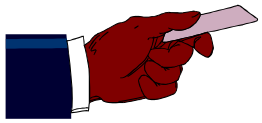
RADIOS

CARDHOLDERS ARE REQUIRED

TO CALL ITBC POC:

Jessie Tharpe
BLDG 907 BASTOGNE
FORT CAMPBELL, KY
PHONE: (270)798-9879

TAX EXEMPT



ALL PURCHASES WITH THE GPC VISA CREDIT CARD ARE TAX EXEMPT.

MANUFACTURER REBATES

REBATES ARE THE PROPERTY OF THE U.S. GOVERNMENT.

REBATE CHECKS SHALL BE MADE OUT TO THE U.S. TREASURY AND NOT INDIVIDUALS.

IF PROPERTY IS OFFERED IN LIEU OF A REBATE CHECK, THE PROPERTY BELONGS TO THE U.S. GOVERNMENT.

No In-store Credits or Cash For Returned Items, etc.

- **All credits shall be credited back to the cardholder's credit card account. Each transaction shall be a complete document trail to the credit card account. No in- store credits to purchase items at a later date, no cash, etc.**
- **Cardholders are not authorized to accept credit for their personal use.**

PURCHASES SHALL NOT BE SPLIT

TO STAY BELOW THE MICRO-PURCHASE THRESHOLD OF $2,500 FOR SUPPLIES AND SERVICES, AND $2,000 FOR CONSTRUCTION.

SEE MEMO ON PAGE

NOTE:

ONLY SELECTED PWBC CARDHOLDERS ARE AUTHORIZED TO PROCESS CONSTRUCTION WORK.

PROOF OF PURCHASE

ALL PURCHASES, WHETHER OVER THE COUNTER, BY FAX, OR THE TELEPHONE REQUIRES PROOF OF PURCHASE.

DID YOU LOSE, OR NOT RECEIVE THE PROOF OF PURCHASE?

YOU CAN CONTACT THE

MERCHANT TO OBTAIN A COPY

OR

PROCESS A DISPUTE, THAT YOU RECOGNIZE THE CHARGE, BUT NEED A SALES DRAFT.

If your still unable to obtain a sales receipt, contact the DOC Credit Card Team for a letter to the merchant.

CARDHOLDER WORKSHEET

WORKSHEET SHALL BE COMPLETED FOR EACH CREDIT CARD TRANSACTION

PAY ONLY FOR FULL

DELIVERIES

NO BACK ORDERING

BEYOND 30 DAYS

FORM: FC 4256

CUSTOMER AUTOMATION AND REPORTING ENVIRONMENT

(C.A.R.E.)

CARE IS AN ELECTRONIC INTERFACE TO PROVIDE VARIOUS FUNCTIONAL CAPABILITIES.

VIEW TRANSACTIONS ON A DAILY BASIS

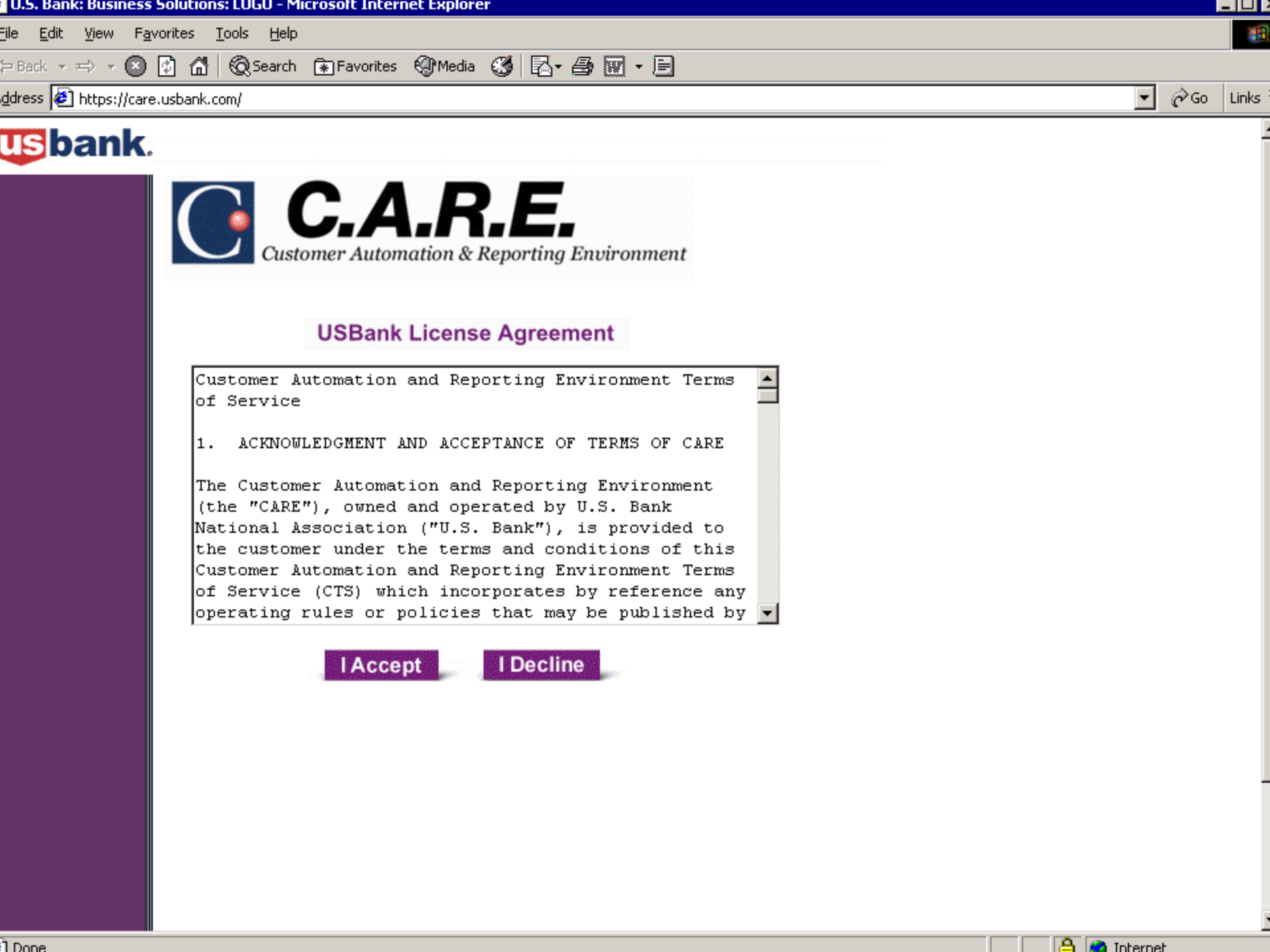
APPROVE TRANSACTIONS DAILY

YOUR UNIQUE USER NAME AND PASSWORD

APPROVING OFFICIALS TO OBTAIN YOUR UNIQUE USER NAME AND PASSWORD FROM THE DOC CREDIT CARD TEAM.

YOU ARE THE ONLY INDIVIDUAL AUTHORIZED TO USE YOUR USER NAME AND PASSWORD. THERE ARE NO EXCEPTIONS!

PRIME APPROVING OFFICIALS AND ALTERNATE APPROVING OFFICIALS WILL HAVE SEPARATE USER NAMES AND PASSWORDS. IF YOU DO NOT HAVE AN ALTERNATE, THEN YOU WILL ALWAYS NEED TO BE AVAILABLE TO PROCESS YOUR MONTHLY BILLING STATEMENTS.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Address https://care.usbank.com/
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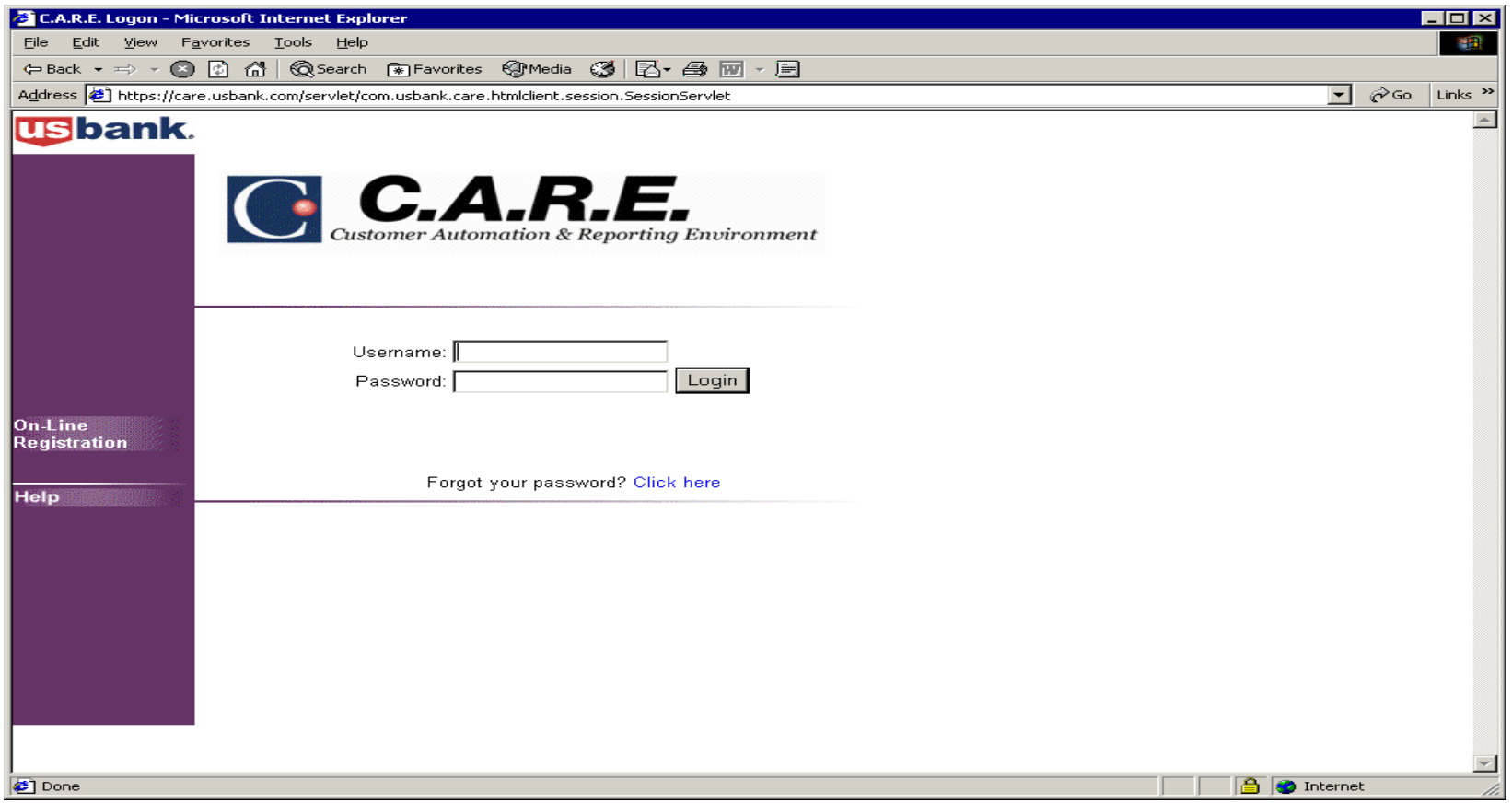
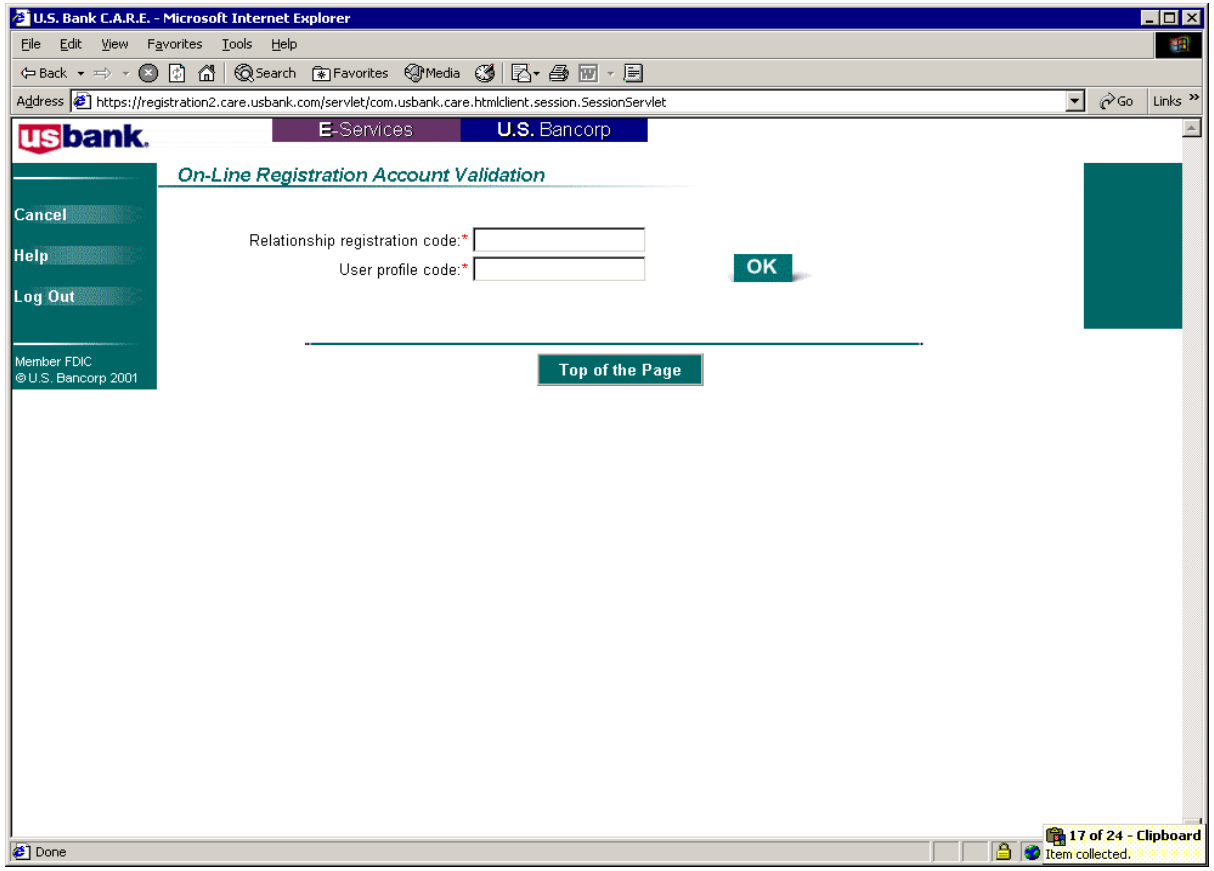
usbank.
C.A.R.E.
Customer Automation & Reporting Environment
USBank License Agreement
Customer Automation and Reporting Environment Terms of Service
1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF CARE
The Customer Automation and Reporting Environment (the "CARE"), owned and operated by U.S. Bank National Association ("U.S. Bank"), is provided to the customer under the terms and conditions of this Customer Automation and Reporting Environment Terms of Service (CTS) which incorporates by reference any operating rules or policies that may be published by
I Accept
I Decline
Done
Internet

Password for Cardholders

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On-Line Registration Account Validation
Cancel
Help
Log Out
Member FDIC
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Relationship registration code:*
User profile code:*
OK
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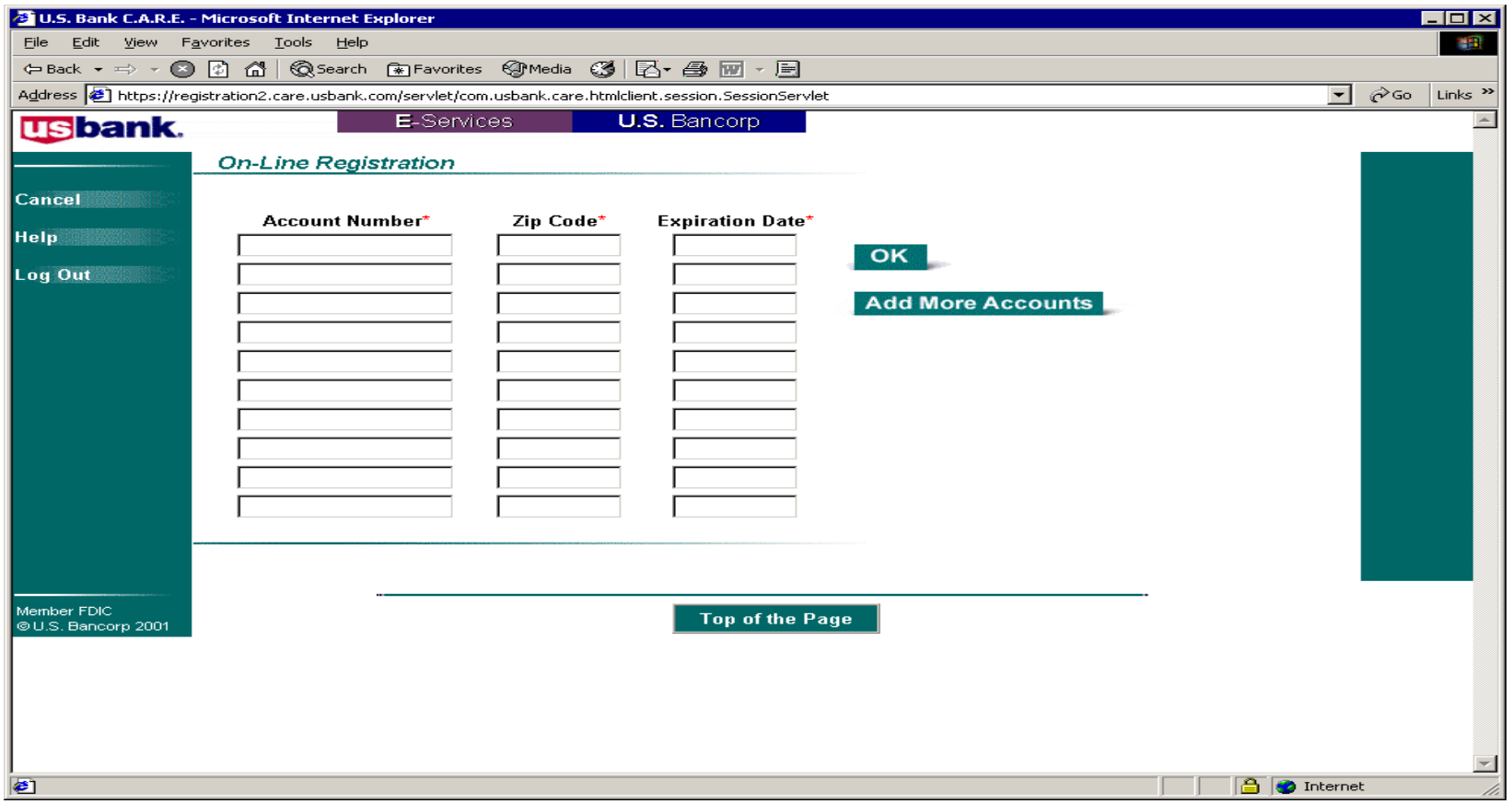
17 of 24 - Clipboard
Item collected.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On-Line Registration
Cancel
Help
Log Out
Account Number*
Zip Code*
Expiration Date*
OK
Add More Accounts
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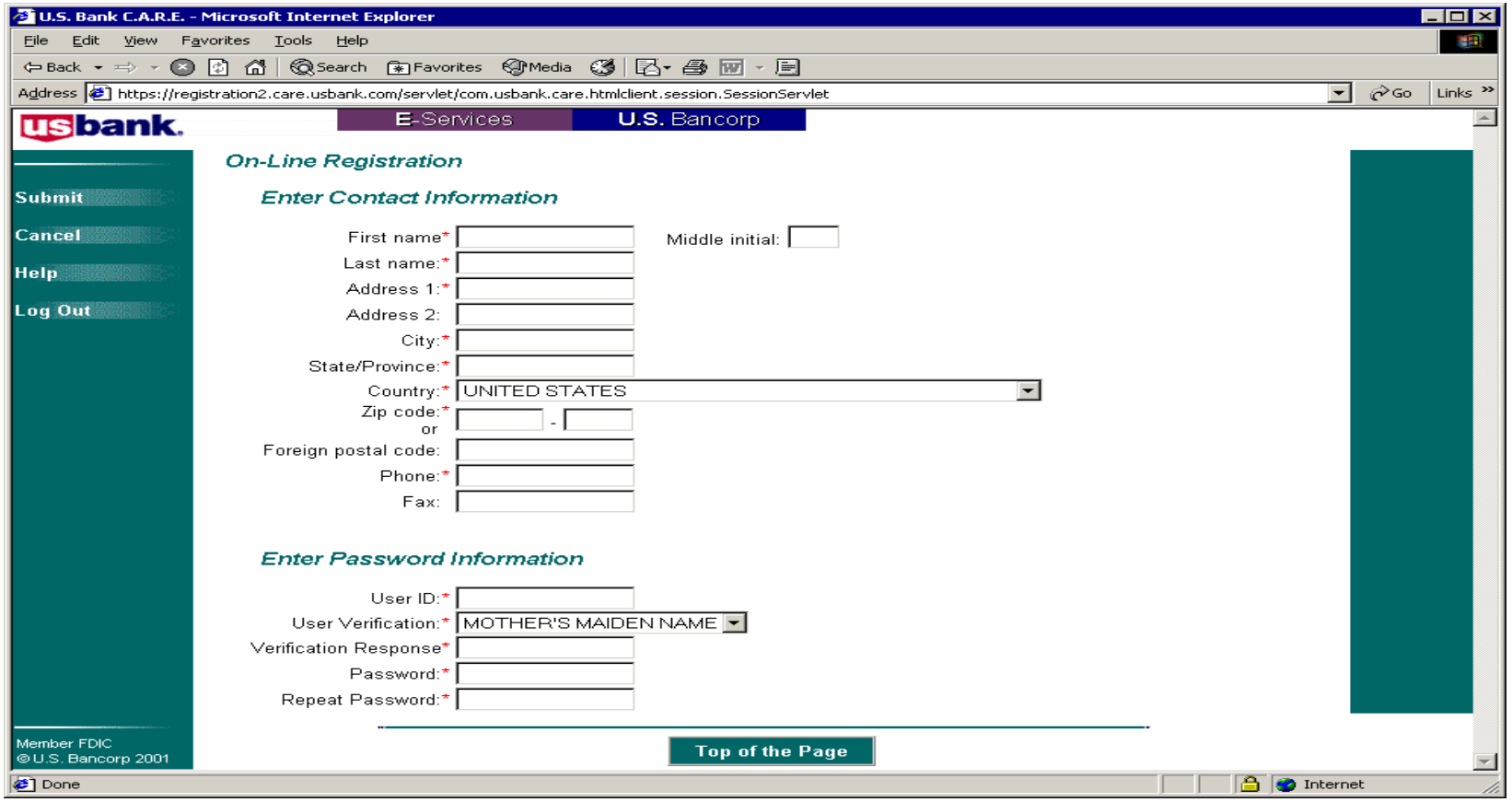
Internet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Submit
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On-Line Registration
Enter Contact Information
First name:*
Middle initial:
Last name:*
Address 1:*
Address 2:
City:*
State/Province:*
Country:*
UNITED STATES
Zip code:*
or
Foreign postal code:
Phone:*
Fax:
Enter Password Information
User ID:*
User Verification:*
MOTHER'S MAIDEN NAME
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Repeat Password:*
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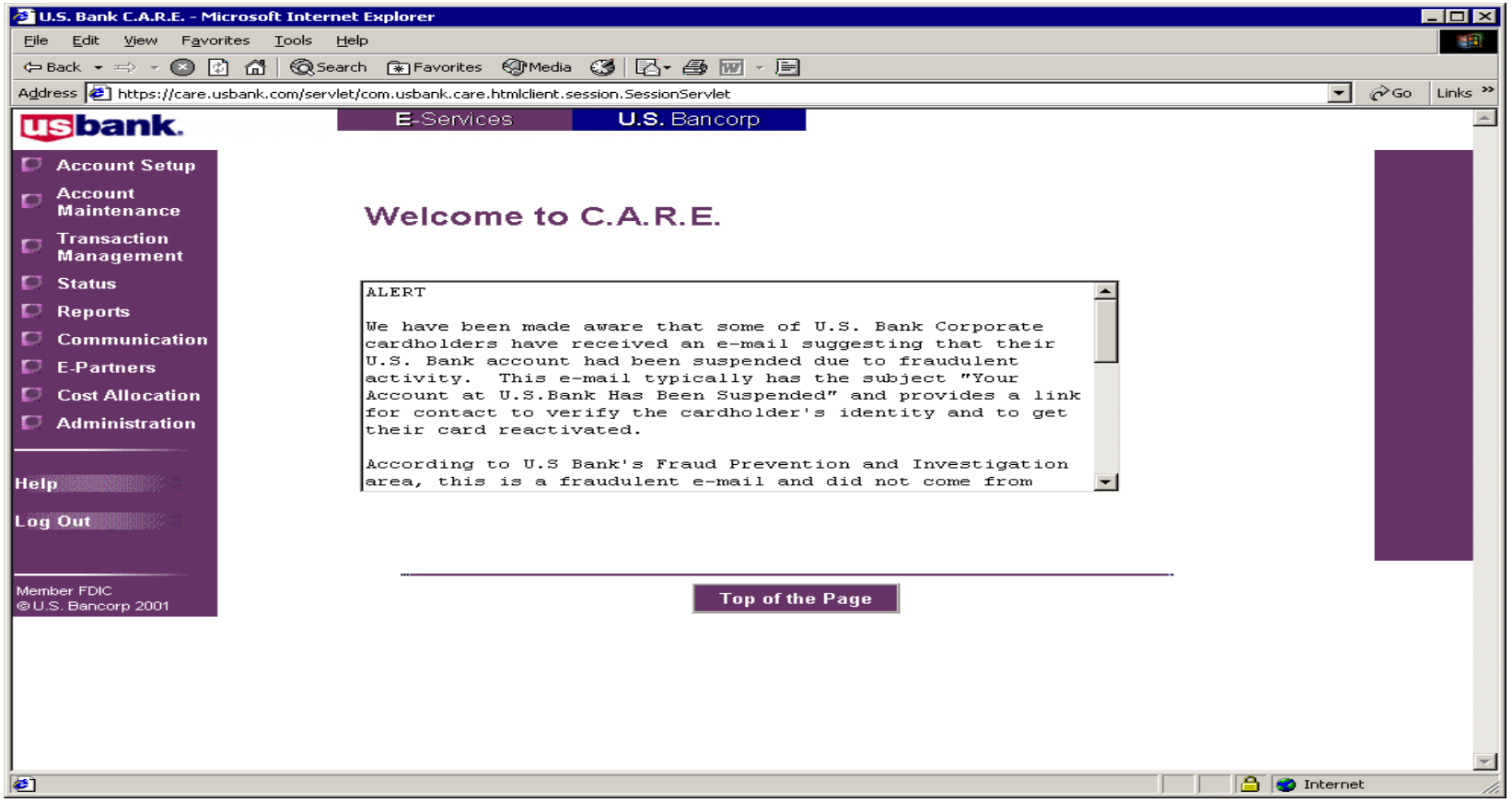
Transaction Management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E-Services
U.S. Bancorp
Account Setup
Account Maintenance
Transaction Management
Status
Reports
Communication
E-Partners
Cost Allocation
Administration
Help
Log Out
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Welcome to C.A.R.E.
ALERT
We have been made aware that some of U.S. Bank Corporate cardholders have received an e-mail suggesting that their U.S. Bank account had been suspended due to fraudulent activity. This e-mail typically has the subject "Your Account at U.S.Bank Has Been Suspended" and provides a link for contact to verify the cardholder's identity and to get their card reactivated.
According to U.S Bank's Fraud Prevention and Investigation area, this is a fraudulent e-mail and did not come from
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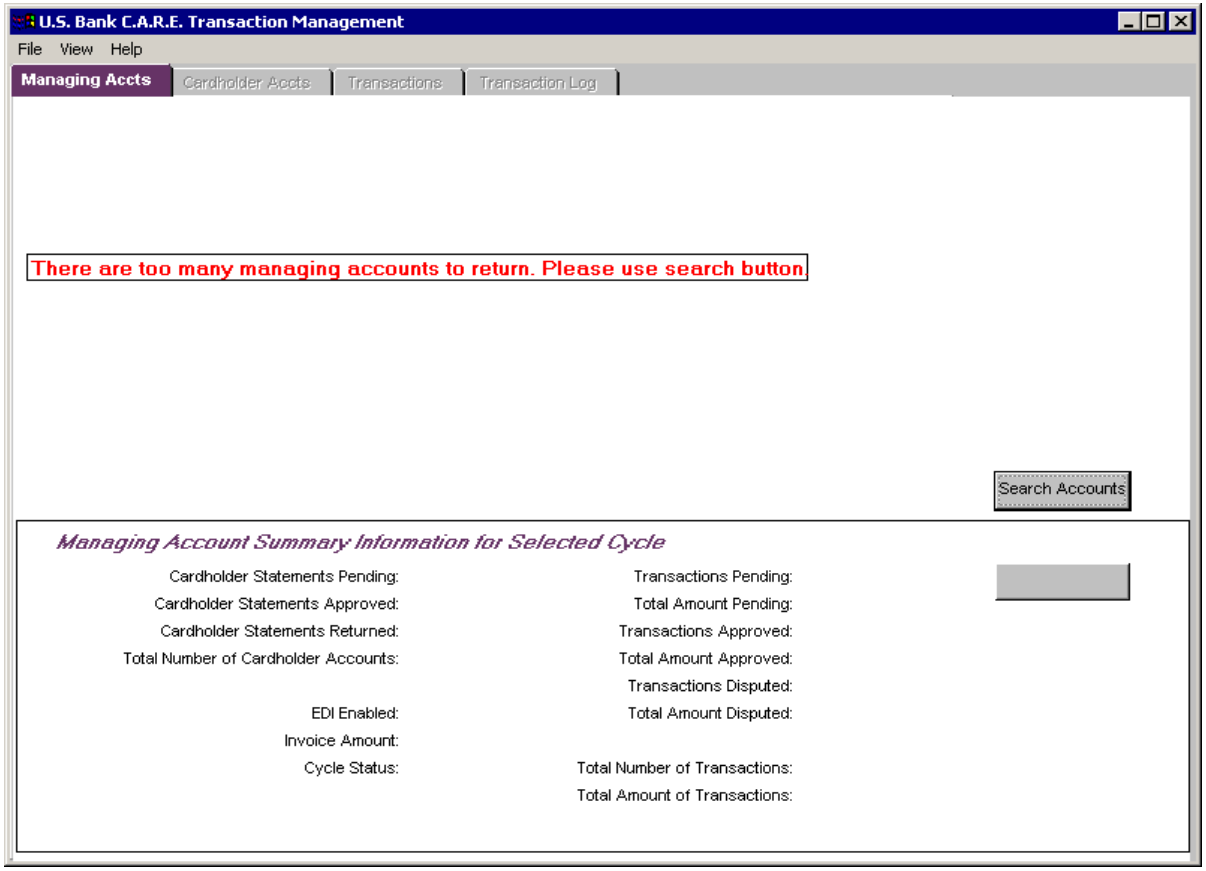
Internet


U.S. Bank C.A.R.E. Transaction Management
File
View
Help
Managing Accts
Cardholder Accts
Transactions
Transaction Log
There are too many managing accounts to return. Please use search button
Search Accounts
Managing Account Summary Information for Selected Cycle
Cardholder Statements Pending:
Cardholder Statements Approved:
Cardholder Statements Returned:
Total Number of Cardholder Accounts:
EDI Enabled:
Invoice Amount:
Cycle Status:
Transactions Pending:
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Transactions Approved:
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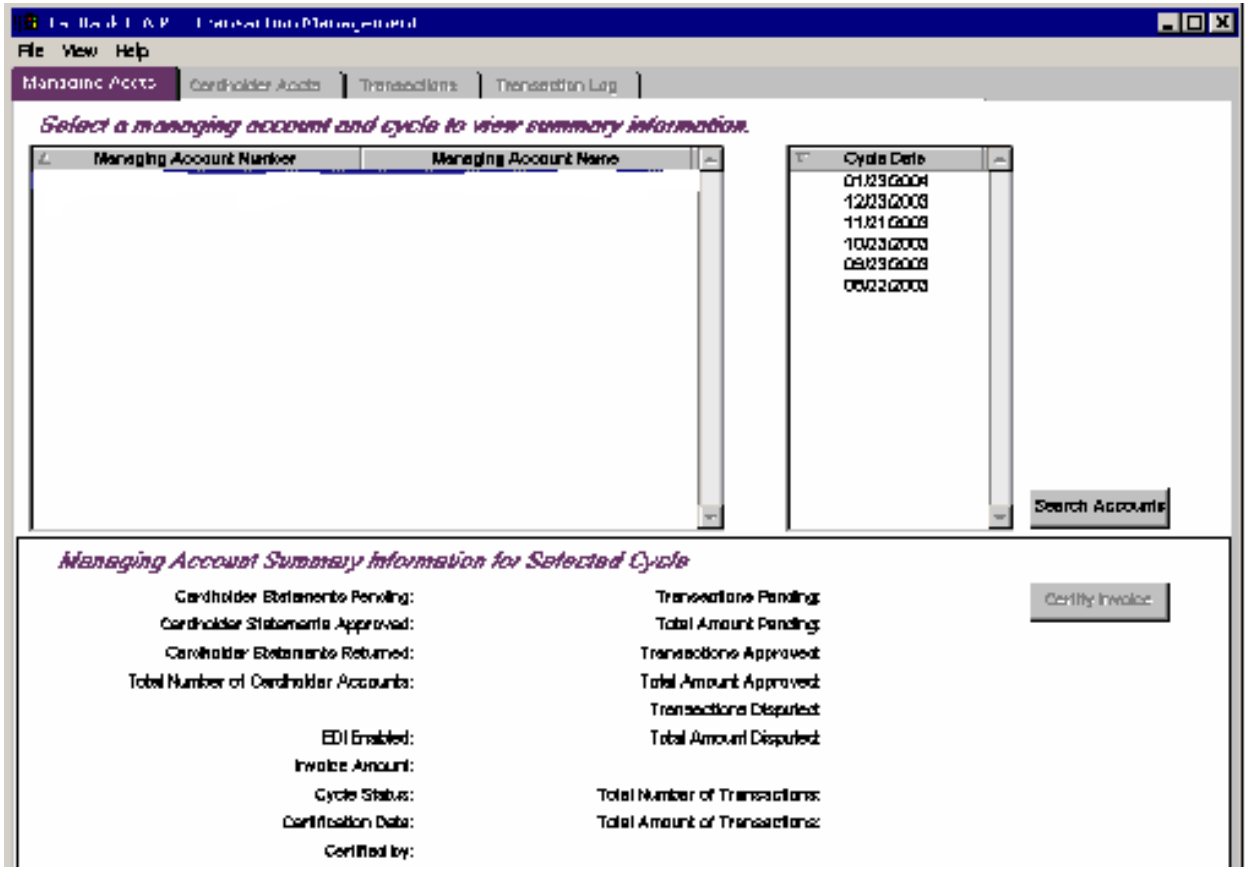
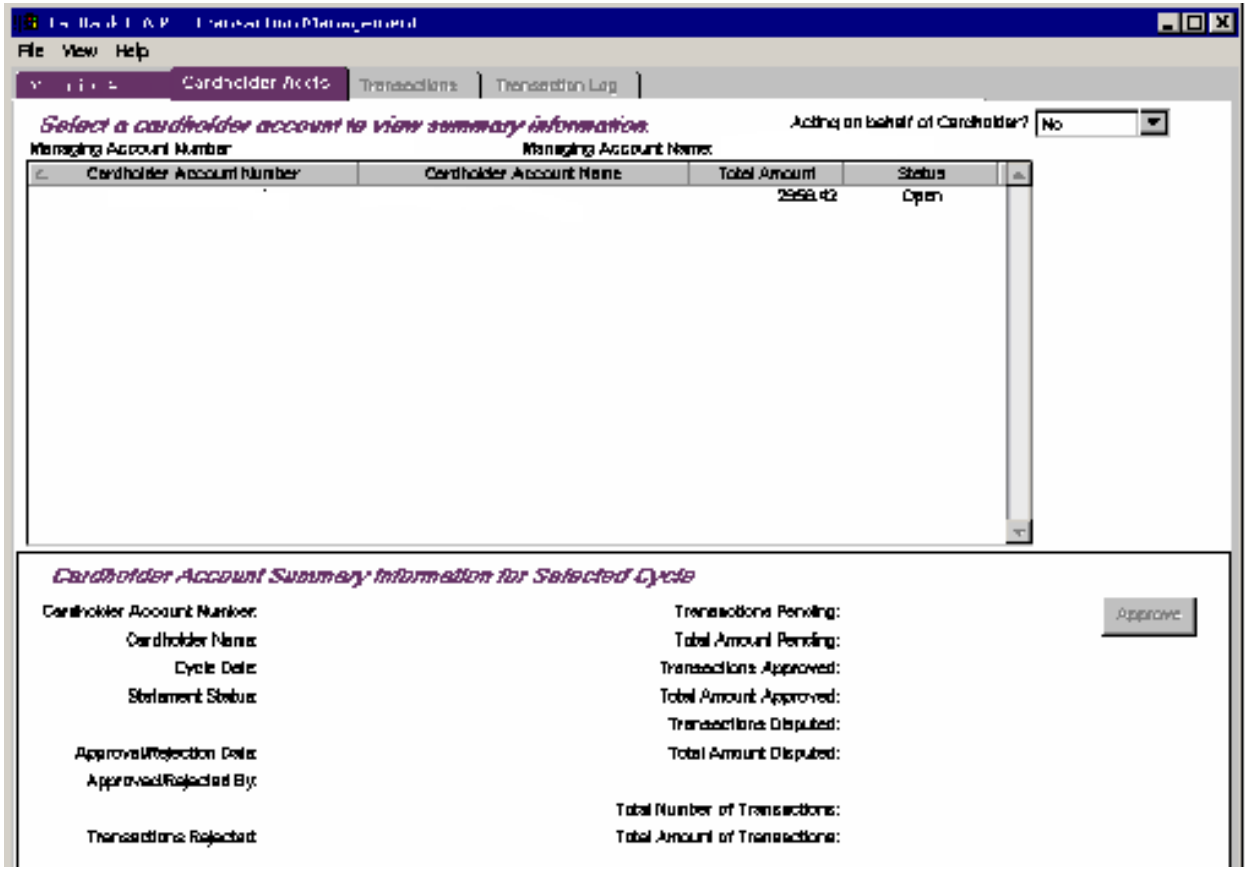
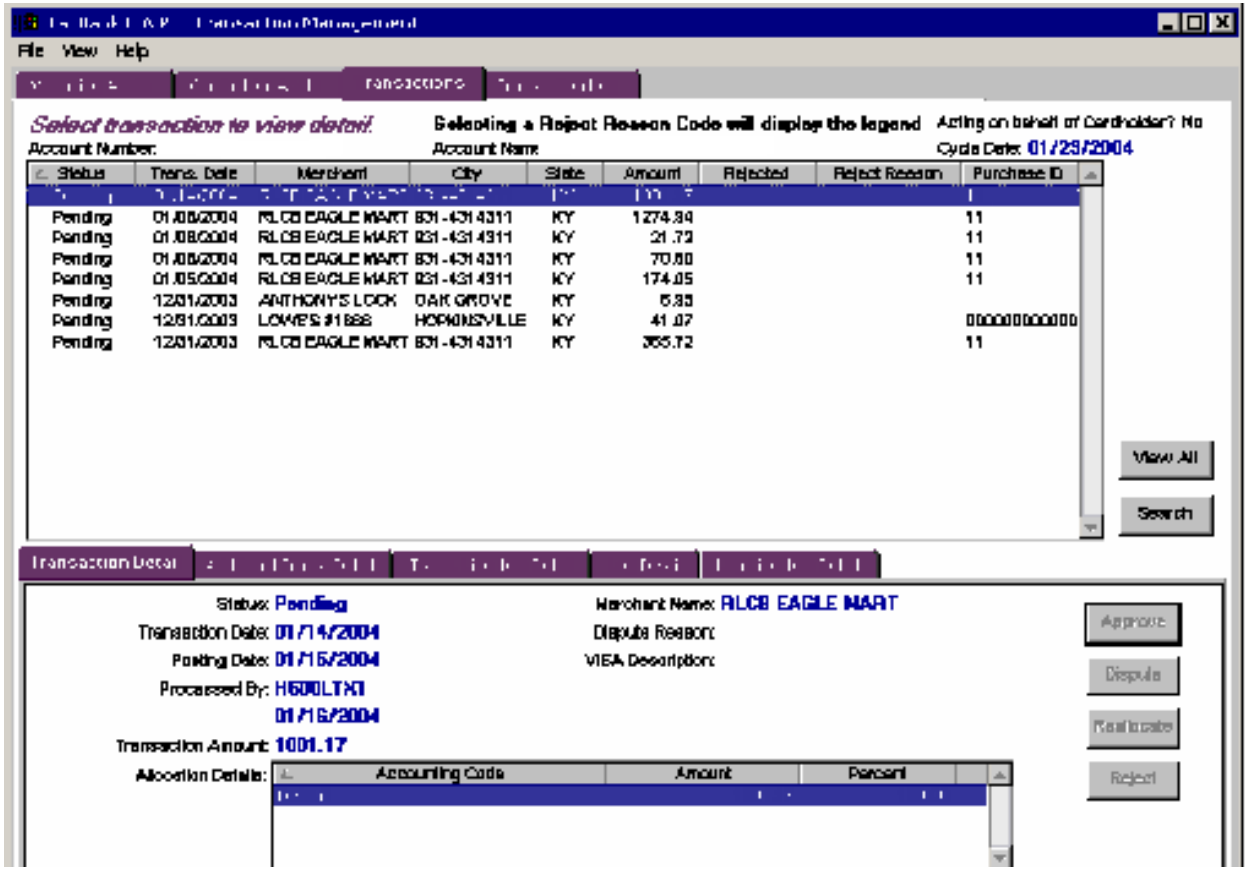
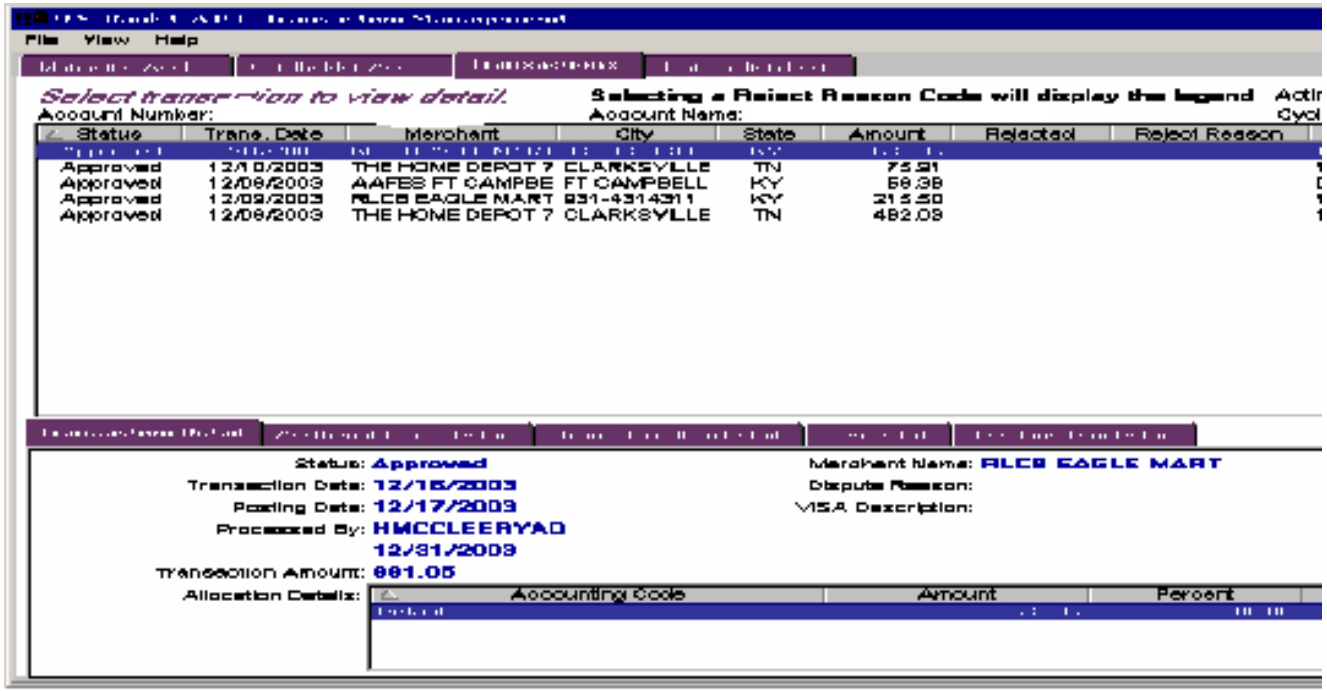

File View Help
Managing Accts
Cardholder Accts
Transactions
Transaction Log
Select a managing account and cycle to view summary information.
Managing Account Number
Managing Account Name
Cycle Date
01/23/2004
12/23/2003
11/21/2003
10/23/2003
09/23/2003
08/22/2003
Search Accounts
Managing Account Summary Information for Selected Cycle
Cardholder Statements Pending:
Cardholder Statements Approved:
Cardholder Statements Returned:
Total Number of Cardholder Accounts:
EDI Enabled:
Invoice Amount:
Cycle Status:
Certification Date:
Certified by:
Transactions Pending:
Total Amount Pending:
Transactions Approved:
Total Amount Approved:
Transactions Disputed:
Total Amount Disputed:
Total Number of Transactions:
Total Amount of Transactions:
Certify Invoice

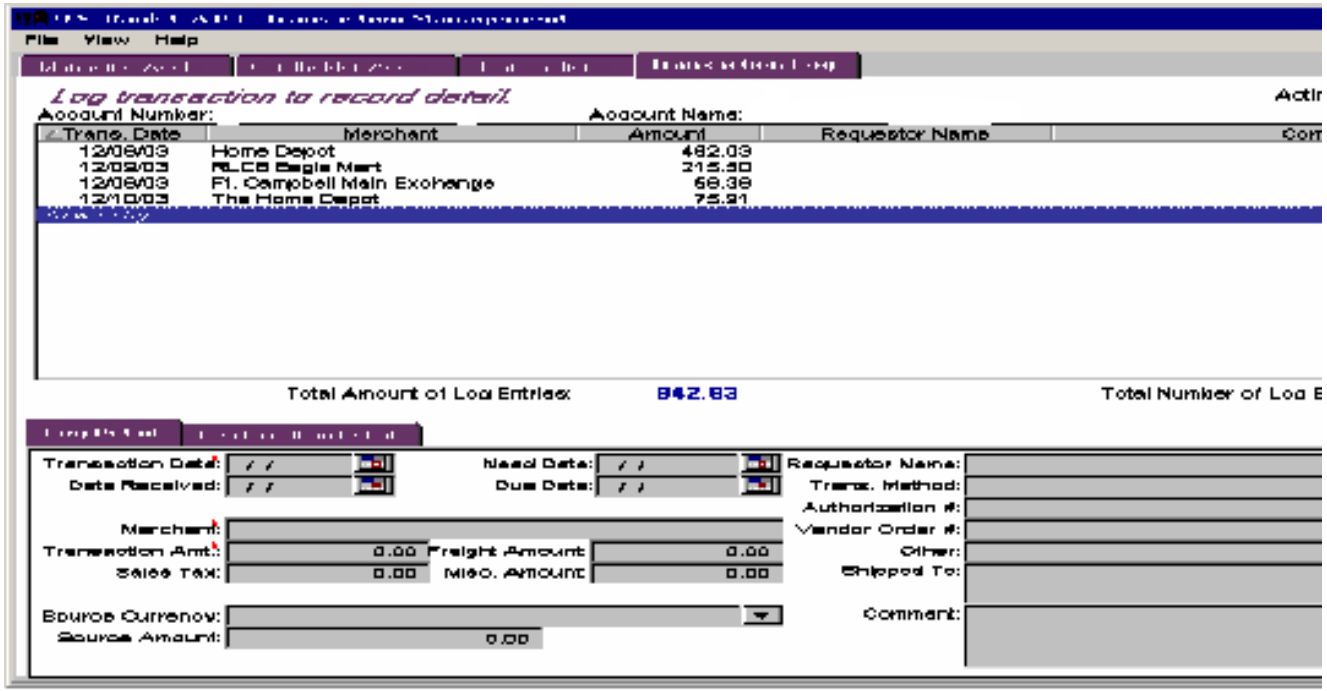

File View Help
Cardholder Accts
Transactions
Transaction Log
Select a cardholder account to view summary information
Acting on behalf of Cardholder?
No
Managing Account Number
Managing Account Name
Cardholder Account Number
Cardholder Account Name
Total Amount
Status
Open
Cardholder Account Summary Information for Selected Cycle
Approve
Cardholder Account Number:
Cardholder Name:
Cycle Date:
Statement Status:
Approval/Rejection Date:
Approved/Rejected By:
Transactions Rejected:
Transactions Pending:
Total Amount Pending:
Transactions Approved:
Total Amount Approved:
Transactions Disputed:
Total Amount Disputed:
Total Number of Transactions:
Total Amount of Transactions:


File View Help
Transactions
Select transaction to view detail
Selecting a Reject Reason Code will display the legend
Acting on behalf of Cardholder? No
Account Number:
Account Name
Cycle Date: 01/23/2004
Status | Trans. Date | Merchant | City | State | Amount | Rejected | Reject Reason | Purchase ID
Pending 01/08/2004 RLCB EAGLE MART 831-431-4311 KY 1274.34 11
Pending 01/08/2004 RLCB EAGLE MART 831-431-4311 KY 21.72 11
Pending 01/08/2004 RLCB EAGLE MART 831-431-4311 KY 70.80 11
Pending 01/05/2004 RLCB EAGLE MART 831-431-4311 KY 174.05 11
Pending 12/31/2003 ANTHONY'S LOCK OAK GROVE KY 5.85
Pending 12/31/2003 LOWES #1888 HOPKINSVILLE KY 41.07 000000000000
Pending 12/31/2003 RLCB EAGLE MART 831-431-4311 KY 355.72 11
View All
Search
Transaction Detail
Status: Pending
Transaction Date: 01/14/2004
Posting Date: 01/16/2004
Processed By: H600LTKI
01/16/2004
Transaction Amount: 1001.17
Allocation Details:
Accounting Code | Amount | Percent
Merchant Name: RLCB EAGLE MART
Dispute Reason:
VISA Description:
Approve
Dispute
Reallocate
Reject

Approved Statement



Transaction Log



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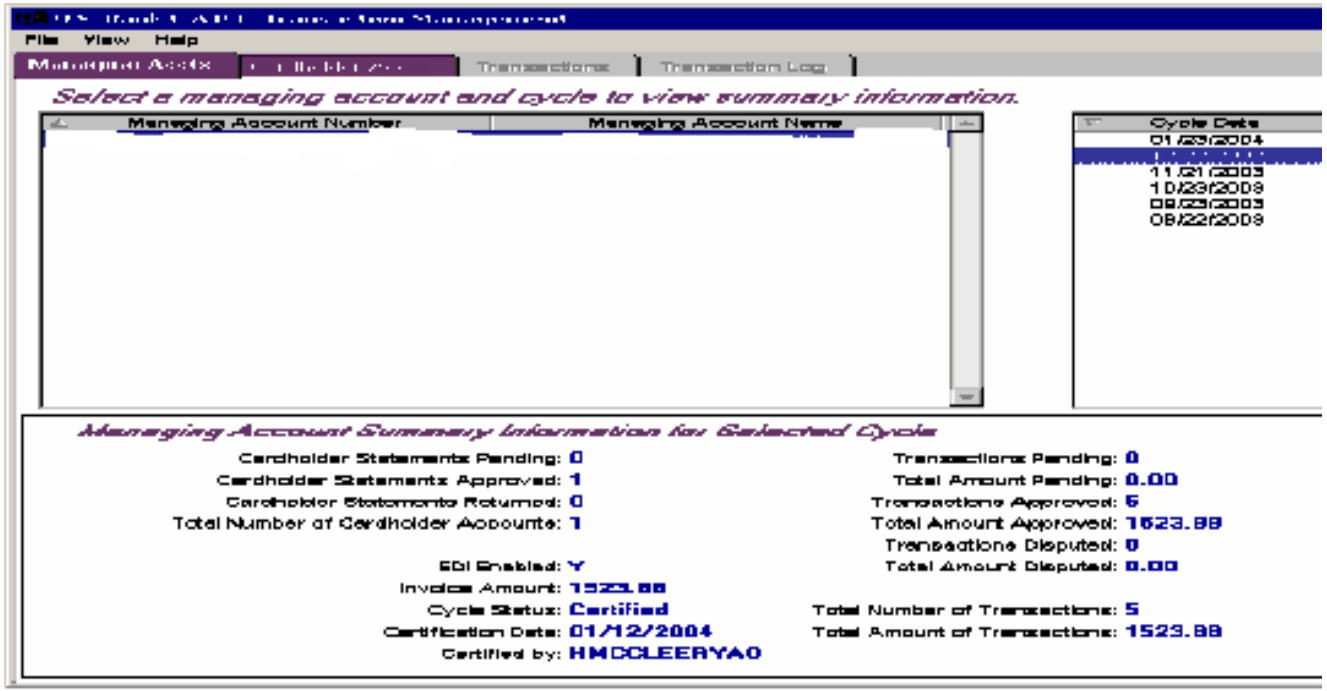

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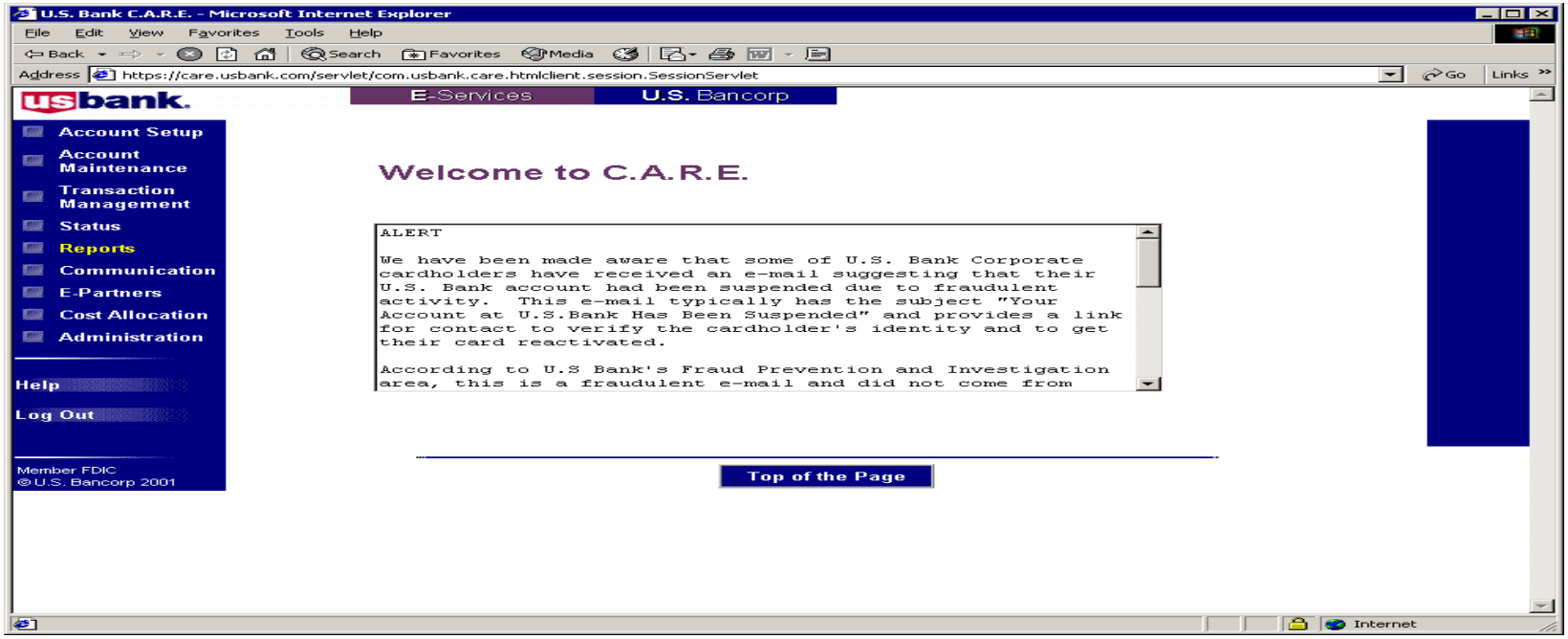
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Account Setup
Account Maintenance
Transaction Management
Status
Reports
Communication
E-Partners
Cost Allocation
Administration
Help
Log Out
Member FDIC
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Welcome to C.A.R.E.
ALERT
We have been made aware that some of U.S. Bank Corporate cardholders have received an e-mail suggesting that their U.S. Bank account had been suspended due to fraudulent activity. This e-mail typically has the subject "Your Account at U.S.Bank Has Been Suspended" and provides a link for contact to verify the cardholder's identity and to get their card reactivated.
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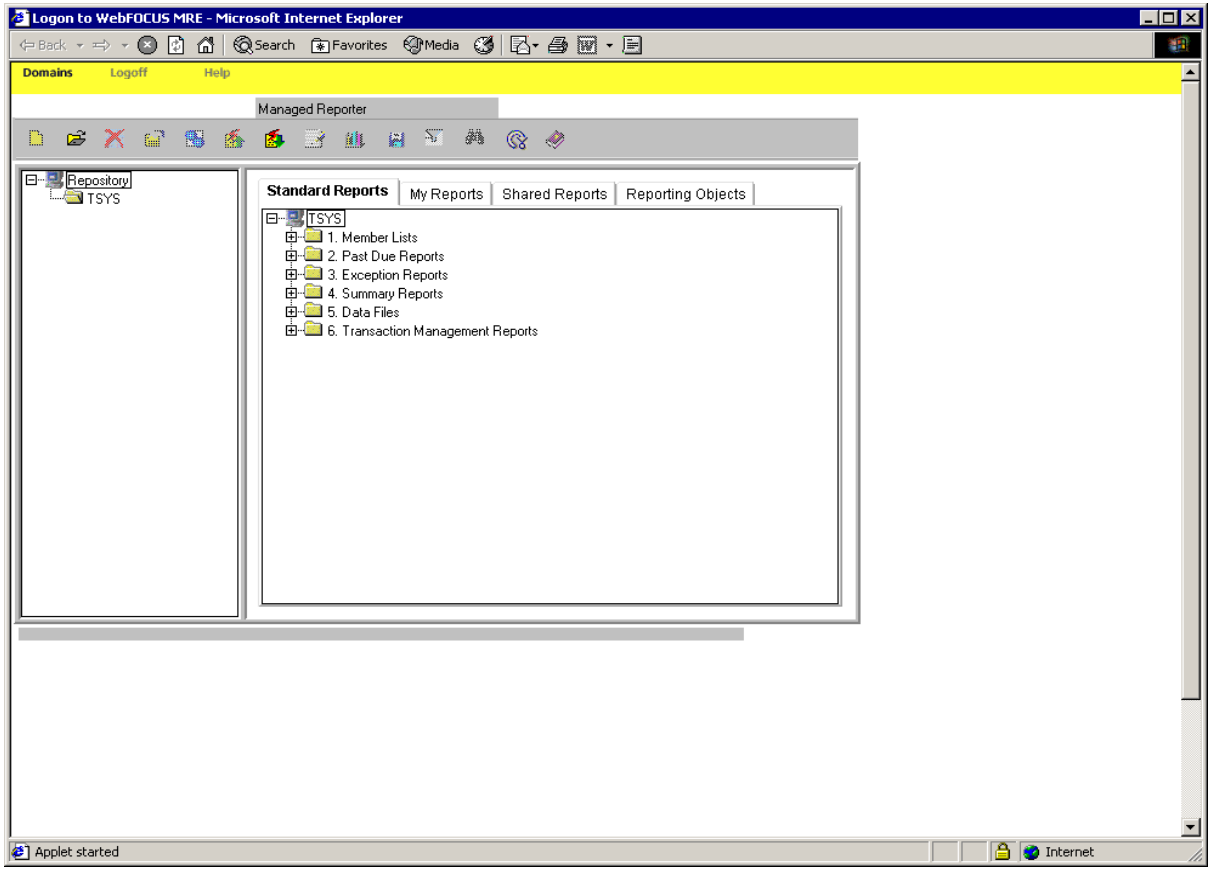

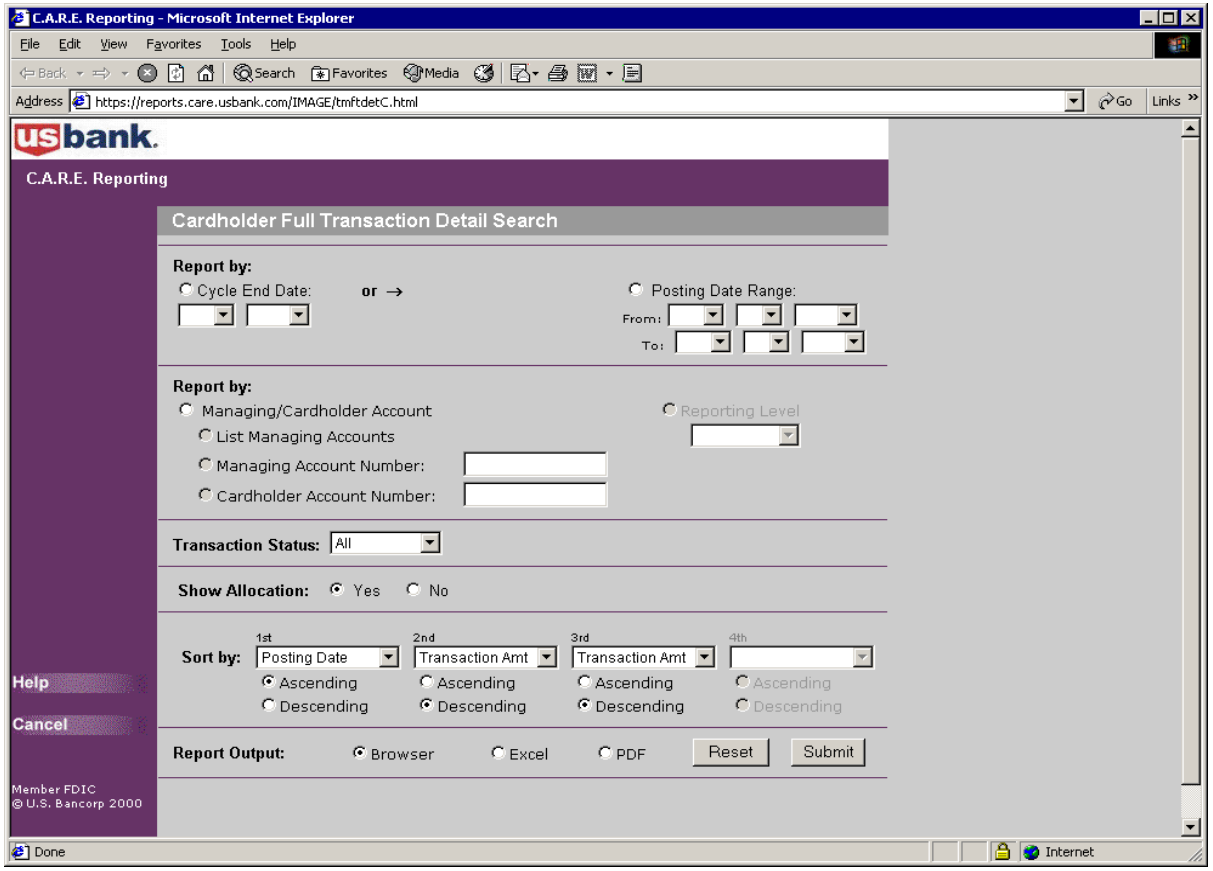
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Cycle End Date:
or →
Posting Date Range:
From:
To:
Report by:
Managing/Cardholder Account
List Managing Accounts
Managing Account Number:
Cardholder Account Number:
Reporting Level
Transaction Status: All
Show Allocation: Yes No
Sort by:
1st Posting Date
2nd Transaction Amt
3rd Transaction Amt
4th
Ascending Descending
Report Output: Browser Excel PDF
Reset
Submit
Help
Cancel
Member FDIC
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Internet

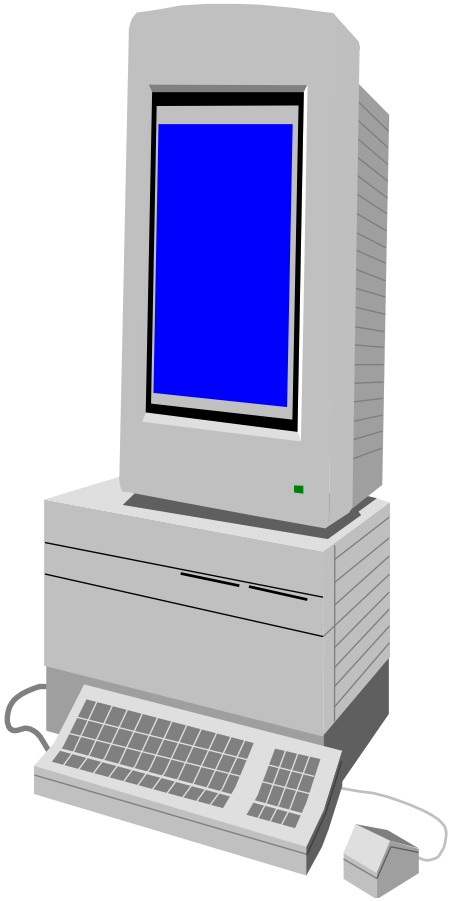
CARDHOLDER'S APPROVE PURCHASES OR APPROVING OFFICIAL'S CAN APPROVE ON BEHALF OF THE CARDHOLDER

CARDHOLDERS SHOULD MAKE EVERY EFFORT TO APPROVE THEIR PURCHASES IN C.A.R.E.

IF THE CARDHOLDER IS UNAVAILABLE, THE PRIME OR ALTERNATE CAN APPROVE PURCHASES ON BEHALF OF THE CARDHOLDER.

PRIME OR ALTERNATES ARE NOT AUTHORIZED TO PROVIDE THE CARDHOLDER WITH THEIR UNIQUE ID'S AND PASSWORDS TO APPROVE CARDHOLDER PURCHASES.

APPROVING OFFICIAL'S



WILL BE ABLE TO VIEW CARDHOLDER'S CREDIT CARD TRANSACTIONS ON A DAILY BASIS, 24 HOURS A DAY, SEVEN (7) DAYS A WEEK.

CARDHOLDER'S WILL BE REQUIRED TO MAINTAIN A TRANSACTION LOG ON THEIR ACCOUNTS AND THE APPROVING OFFICIAL WILL BE ABLE TO VIEW THE ITEMS AND/OR SERVICES PURCHASED.

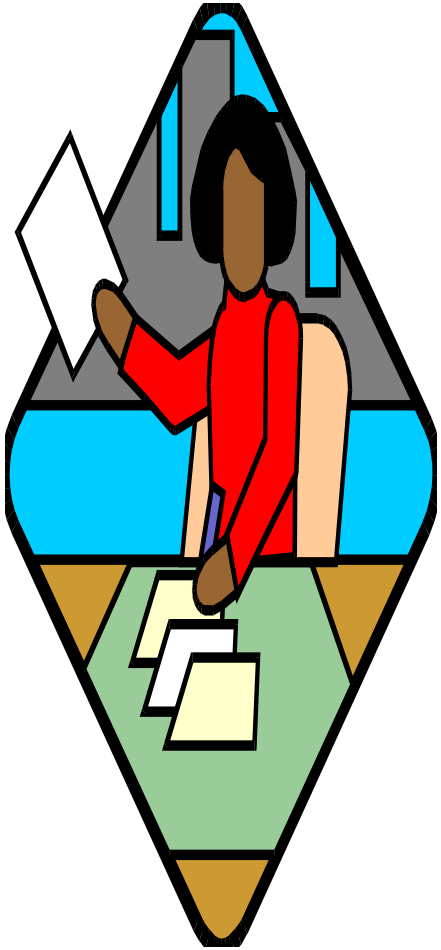
PAY AND CONFIRM
NOTIFYING THE DOC CREDIT CARD TEAM OF PAYMENTS PROCESSED IN C.A.RE.

AO'S/AAO'S SHALL CERTIFY PAYMENTS IN CARE BY THE 5TH BUSINESS DAY AFTER THE END OF THE BILLING CYCLE.

ACCOUNTS 60 DAYS PAST DUE WILL RESULT IN ALL CARDHOLDER ACCOUNTS ASSIGNED TO THE PRIME OFFICIAL BEING SUSPENDED UNTIL PAYMENT ALONG WITH ALL PENALTIES AND INTEREST HAVE BEEN PAID TO USBANK.

IT IS CRITICAL THAT EACH AO HAVE AT LEAST ONE ALTERNATE TO PROCESS PAYMENTS IN C.A.R.E.

DISPUTES



TWO WAYS TO FILE DISPUTES:

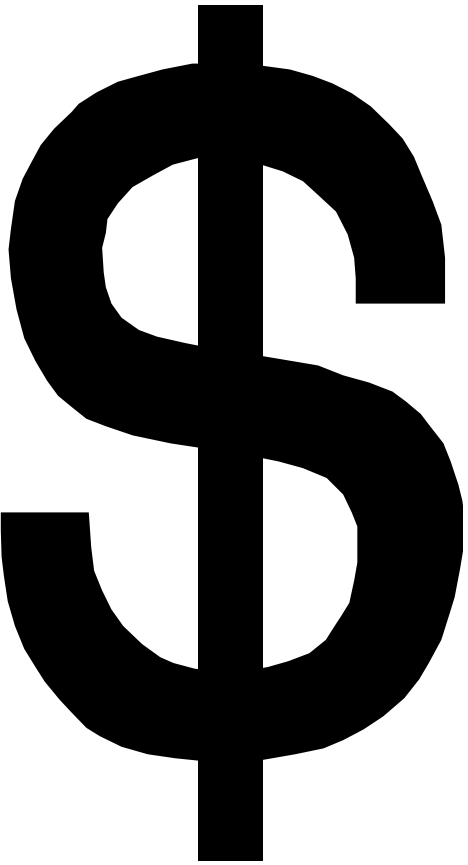
1. **ON C.A.R.E**

   (FILE ON C.A.R.E. ONLY WHEN YOU ARE ABSOLUTELY POSITIVE THAT YOU DID NOT AUTHORIZE THE CHARGE.

THE CHARGE WILL BE DEDUCTED FROM THE TOTAL AMOUNT OF CHARGES.

2. **MANUAL DISPUTE FORM: - PROCESSED TO US BANK**
   a. **Duplicate charge**
   b. **Items/service ordered, but not received**
   c. **Incorrect amount charged**
   d. **Merchant has not provided credit**
   e. **Lost receipts**
   d. **Other reasons**

CARE REBATES



BILLING ACCOUNT CYCLE WILL REMAIN THE 23RD OF EACH MONTH

REBATES ARE BASED UPON HOW FAST THE APPROVING OFFICIAL PROCESSES AND PAYS THE MONTHLY BILLING ACCOUNT STATEMENT (BAS).

THE REBATES ARE POSTED AS A CREDIT TO THE CARDHOLDER'S ACCOUNT AT THE END OF EACH CALENDAR QUARTER.

C.A.R.E. WILL ALLOW APPROVING OFFICIALS TO PAY THEIR MONTHLY BILLING STATEMENTS OVER THE INTERNET AFTER THE 23RD OF EACH MONTH, AND OBTAIN THE HIGHEST POSSIBLE REBATES FOR THEIR ACCOUNTS.

S U R V E I L L A N C E

The growth and expansion of the Credit Card Program has increased inspections and investigations by the Directorate of Contracting (DOC) Credit Card Team, Internal Review and Audit Compliance (IRAC) Office, Inspector General (IG), and the U.S. Army Criminal Investigation Command (CID).

DOC CREDIT CARD TEAM MERCHANT CORNER

VISA MERCHANTS SUBMIT CATALOGS, LINE CARDS, ETC. TO BE PLACED IN THE DOC, CREDIT CARD TEAM MERCHANT CORNER FOR CARDHOLDERS.

PURCHASING PROCESS STEPS

STEP 1: IDENTIFY THE PURCHASE(S) NEEDED.

STEP 2: DETERMINE IF PURCHASE AMOUNT IS WITHIN YOUR APPROVED LIMITS. IF NO, STOP AND CONTACT YOUR APPROVING OFFICIAL.

STEP 3: SCREEN MANDATORY SOURCES (SUPPLY/EAGLE MART 12 MANDATORY BPA'S

STEP 4: DO YOU HAVE ALL THE NECESSARY APPROVALS FOR THE PURCHASE, i.e., CAPR FOR COMPUTERS, CELL PHONES, ETC.

STEP 5: CONTACT A VISA ACCEPTING SUPPLIER.

STEP 6: PLACE YOUR ORDER, IF YOUR ORDER IS OVER THE PHONE BE SURE AND WRITE DOWN DESCRIPTION OF ITEM(S), QUANTITY, UNIT PRICE AND TOTAL PRICE, TO INCLUDE SHIPPING IF APPLICABLE.

CONTINUED ------>

PURCHASING PROCESS STEPS .....CONTINUED

STEP 7: FOR PHONE ORDERS, WRITE DOWN THE NAME OF THE PERSON TO WHOM YOU HAVE PLACED YOUR ORDER.

STEP 8: REQUEST ESTIMATED DELIVERY TIME. (NOTE: PURCHASES ARE TO BE DELIVERED COMPLETE WITHIN 30 DAYS OF PLACING THE ORDER.)

STEP 9: PROVIDE THE MERCHANT WITH ALL PERTINENT INFORMATION, i.e., YOUR NAME, PHONE NUMBER, SHIPPING ADDRESS, ETC.

STEP 10: GIVE THE MERCHANT YOUR CREDIT CARD NUMBER, EXPIRATION DATE AND TAX EXEMPTION STATUS.

CONTINUED-->

PURCHASING PROCESS STEPS…… CONTINUED

STEP 11: ALWAYS REQUEST A RECEIPT.

STEP 12: COMPLETE CARDHOLDER WORKSHEET AND CARE LOG.

ENSURE THE FOLLOWING IS ATTACHED TO THE WORKSHEET.

A. MERCHANT RECEIPT (CLEARLY IDENTIFING ITEM(S)/SERVICE PURCHASED)

B. CAPR, PROPERTY ACCOUNTABILITY AND OTHER DOCUMENTATION TO SUPPORT PURCHASE.

STEP 13: APPROVE IN C.A.R.E AS CHARGES APPEAR

CONTINUED

PURCHASING PROCESS STEPS…..CONTINUED

STEP 14: SUBMIT ALL SUPPORTIVE DOCUMENTATION TO YOUR APPROVING OFFICIAL AT THE END OF THE BILLING CYCLE..

STEP 15: APPROVING OFFICIAL REVIEWS EACH CARDHOLDER'S CHARGE IN C.A.R.E FOR APPROVAL AND SUPPORTIVE DOCUMENTATION TO ENSURE THE CARDHOLDER HAS PROCESSED PURHCASES APPROPRIATELY.

STEP 16: APPROVING OFFICIAL ATTACHES ALL CARDHOLDER WORKSHEETS, RECEIPTS, ETC. TO THE C.A.R.E. PAYMENT PROCESSED FORM.

STEP 17: APPROVING OFFICIAL APPROVES PAYMENT IN C.A.R.E. AFTER THE 23RD OF EACH MONTH.

Review Process

Hard Copy of Credit Card Statement

Each cardholder purchase shall have worksheet (FC 4256) done.

Each purchase shall have the following originals attached to worksheet:
(a). Itemized proof of purchase from merchant
(b). Receipt clearly defined, if not describe item purchased on receipt
(c). If computer equipment purchased, attach CAPR to worksheet
(d). Property Book Items are to be placed on FC's property book and copy attached to worksheet
(e). Attach memo documenting any unusual purchase or circumstances

GPC Approving Authority records are to be kept for six years and three months. Cardholder GPC records are to be kept for three years.

WHAT DO I DO WHEN I NEED HELP ?????

IF YOU HAVE ANY QUESTIONS OR PROBLEMS, PLEASE CONTACT:

DOC, CREDIT CARD TEAM
BLDG 2174, 13 1/2 & INDIANA,
FORT CAMPBELL, KY 42223-5358

(270)798-7801-7803, 7808 or 7333
HOTLINE: (270)798-7800